Five9 Reporting & Performance Management VS. Genesys PureCloud's Reporting & Performance Management

Internal Document Only

This information is based on our best knowledge. Information provided on competitors could change, and some of it is opinion-based.

General Things to Know...

Genesys PureCloud Pricing: Genesys has a lack of flexibility in pricing. PureCloud clients must predict their monthly usage and pay 12-months in advance.

Genesys Professional Services: costs add-up quickly. Anything beyond "out-of-box" functionality will require expensive professional services time or partner services.
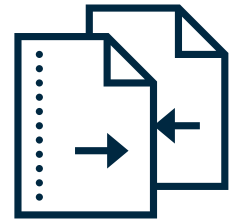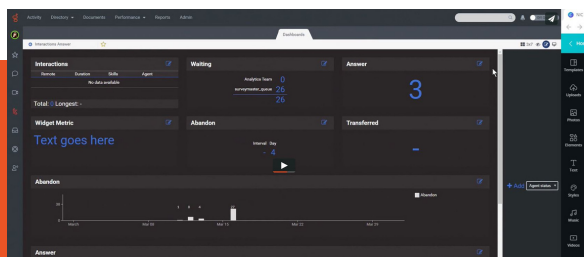
Standard Reporting Options

Genesys Standard Reporting:

PureCloud's reporting is based on canned reports and focused on the queue level. Customized reporting is not strong and PureCloud relies on its Excel exporting functionality to drive data to more advanced reporting platforms.

- "Genesys real time dashboards — run 80% through B.I tool."

- Some Gartner clients indicate that PureCloud's reporting capabilities are less rich than they expected, particularly when moving from an on-premises system.

- "Genesys real time reporting is ok but limited — must partner to include customized reporting."

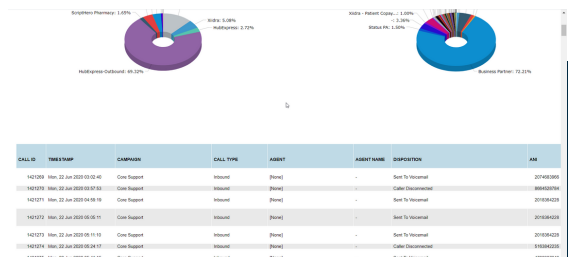- "Genesys reporting is still weak" — will augment with eMite and or Digital Insights"

Five9 Standard Reporting:

Standard Reports: Five9 standard reports consist of 100+ out-of-the-box reports that help gain quick access to basic contact center information like queues, agents, contacts, etc. The reports are functional and a good starting point, but don't help differentiate Five9 from competitors.

Custom Reports: Five9 custom reports can be created with more than 100+ ACD metrics that can be compiled and put into report templates, data columns, grouping, time periods and dashboards. With this feature, Five9 can pull ACD metrics to report on interactions, chats, emails, phone calls, etc. However, data from CRMs and other Five9 products is either very limited or inaccessible through Five9 custom reports.

Dashboards: With Five9 standard dashboards you can visualize real-time statistics such as automatic call distribution (ACD) queues, agents, campaigns, and lists.

Source www.help.mypurecloud.com

Genesys PureCloud augmented with eMite

eMite Advanced Analytics is comparable to Five9 Performance Dashboard when it comes to real-time, advanced reporting. It can pull data from multiple data sources, have custom KPIs, Wallboards and Leaderboards. However, Five9 PD is a step ahead of eMite with a greater variety of dashboard module options, better agent-focused dashboards, and much more robust gamification.

Source: www.emite.com

eMite Pricing (as of 2019)

$19.00 per registered user per month
Add-on to PureConnect user. It provides PureConnect statistics and KPI's .

$5.00 per Additional Data
Source per registered user per month eMite can also onboard data from additional data sources, like Salesforce and Zendesk, and correlate it with the PureCloud data. This option is available for purchase in bundles of 1, 2 or 3 data sources. Additional services may also apply. Concurrent users are a 30% uplift.

$24.50 per concurrent users per month
Add-on to PureConnect Concurrent user. It provides PureConnect statistics and KPI's.

$3,600 Quickstart Enablement (REQUIRED)
Delivery of knowledge sessions with participants that result in their ability to configure and administer the eMite Add-on to PureCloud. This package is a sixteen (16) hour services package and is REQUIRED for all PureCloud for eMite Add-on Dashboard' customers. Add'l services/hours can be purchased separately with 'PureCloud for eMite

How the pricing works:

eMite licenses are billed monthly in advance and charged based on the number of PureCloud named or concurrent users that are actively generating data for the service to consume (found here). User license number for the eMite service is required to be equal to the number of PureCloud User licenses for your service, whereas with Five9 PD, you can roll it to however many agents you'd like (on a team or floor basis).

Integrations on the eMite platform are typically charged monthly per user, **so it can quickly add up. Whereas with Five9 PD, each integration is one straightforward fee.**

Not only that, but the typical lack of elasticity of pricing with Genesys makes it difficult to mix & match to meet needs. (ie) "Genesys' typical pricing models make supporting environments that require the ability to adjust agent license counts up and down more expensive than is the case with most other vendors…" Gartner MQ for CCaaS (Oct 2019)

It's also good to be aware of eMite Lite: eMite at a lower cost. It is not full analytics solution. It is an out-of-the-box offering less than $10 USD per agent per month.

Genesys PureCloud augmented with PureInsights

eMite can get expensive, therefore Genesys sales reps will oftentimes suggest PureInsights as an alternative advanced reporting solution. It consists of basic, real-time dashboards and call detail reports for supervisors.

Source: www.mypureinsights.com

PureInsight's main use cases are:

- Supervisors needing to make real-time staffing decisions
- Supervisors needing to quickly understand what's happening in their contact center
- BPO needing to bill clients based on call volume by DNIS

Only has four widget types:
Statistic, chart, image, click, top wrap up codes

Only has 12 stat types:
avg. conversation time today, active conversations, agents on queue, avg. wait time today, conversations waiting, conversations offered count today, SLA today, queue depth, abandoned interactions today, campaign contact rate, campaign idle agents, campaign progress %.

PureInsights compared to Five9 Performance Dashboard

Comparing PureInsights to Five9 Performance Dashboard is almost unfair. Five9 PD is so much more customizable and robust. The modules and widgets within Five9 PD go far beyond what PureInsights has to offer. Five9 PD offers outstanding features not offered with Pureinsights like:

PureInsights		Five9 Performance Dashboard
✓	**Real-time views of data on dashboards**	✓
✗	**Dashboards designed for agents!**	✓
✗	**Integration with multiple 3rd party databases**	✓
✗	**Automated Gamification**	✓
✗	**Robust Wallboard options!**	✓

PureInsights Pricing

Data Extractor & Dashboard: $245 a month/ $2940 a year/ $5292 every 2 years/ $7497 every 3 years
PureInsights for PureCloud provides a real-time dashboard to define metrics, thresholds and alerts. The Data Extractor provides the user with the ability to export call detail information from PureCloud to a .CSV file.

Database for PureCloud: $600.00 a month
Database for PureCloud provides call detail and aggregate data staged in a relational database to allow easy access through traditional reporting and analytics tools.

PIBI Single User License: $40.00 a month

PureInsights Business Intelligence (PIBI): $495 a month for 0-40 agents/ $800 a month for 61-80 agents

Genesys PureCloud augmented with nGAGEMENT

nGAGEMENT is a employee engagement and gamification platform. It starts at $20.00 per user (found here).

Its main features are:

- Contest Management
- Collaboration Tools
- Feedback Management
- Employee Recognition
- Rewards Management

- Benchmarking
- Goal Management
- Performance Management
- Surveys
- Badge Management

ource: ww.capterra.com
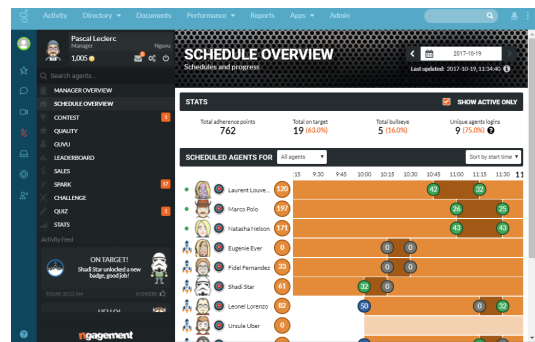
nGAGEMENT Compared to Five9 Performance Dashboard

If you're looking for a gamification and employee engagement platform, you're going to get a lot more of a bang for your buck with Five9 Performance Dashboard. From what we have learned, Five9 PD can do everything that NGUVU does and more. It's also a better option because Five9 PD is complimented by all the other products Five9 has, and Five9 PD is all-inclusive with employee engagement, gamification, advanced reporting, and data aggregation within one robust platform.

Five9 Performance Dashbaord is the most robust Advanced Reporting and Performance Management solution for cloud-based contact centers.

With Five9 Performance Dashboard, advanced dashboards aggregate customizable metrics and KPIs into a sleek view to offer real-time and historical reporting from agent to executive level. While standard reporting simply gives a pulse on how a contact center is performing, Five9 Performance Dashboard takes that feedback and helps improve upon it.

CXone Performance Management was built to aggregate third party data like Salesforce and even homegrown systems. CXone Performance Management also provides gamification and wallboard capabilities.
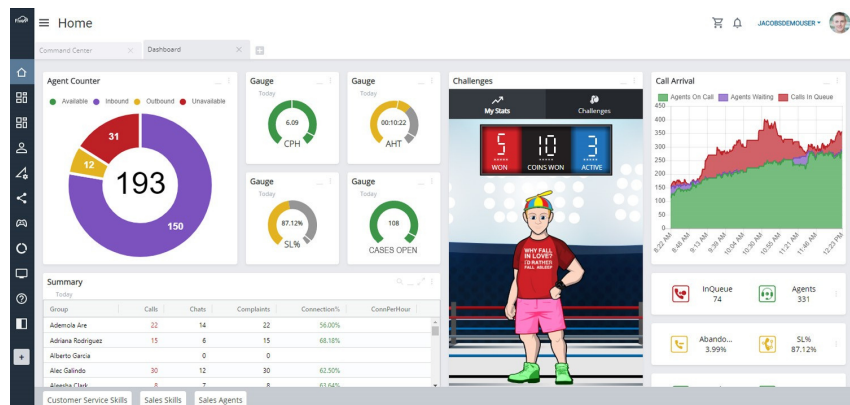
Conclusion

Five9 is the best solution for multichannel CCaaS, especially for small, midsize and large environments, and for those needing inbound, outbound and blended functionality (Garnter says so too!). It's pricing is also more flexible than Genesys PureCloud.

When it comes to reporting options, it's a no-brainer to go with Five9. The standard reporting is more robust, and Five9 Performance Dashboard is an all-inclusive, advanced reporting solution with holistic gamification that can be purchased and easily "turned on. Getting advanced reporting and gamification with Genesys PureCloud is going to potentially require the use of multiple third party systems and be a much more complicated process.

Please reach out to your ClearView channel sales manager with any additional questions.