

# Is Your Contact Center Ready for a Performance Management Solution?



Ask yourself these questions to determine if a Performance Management Solution should be on your roadmap.

## 1 Are you pulling data from more than one system?

If you are pulling data from multiple systems like ACD/IVR, CRM, QM, WFM, LMS, Survey, etc., it's time you have a one-stop shop for all your reports in customizable formats that are meaningful and useful to the end user.

## 2 Do you spend too much time generating reports?

If you are using canned reports or lengthy Excel sheets, you might be wasting time that could be spent planning, strategizing, and coaching. With Five9 Performance Dashboard you can view and export your data on one platform.

## 3 Do you experience delayed access to data?

When reports are a day too late or even hours too late, supervisors can't solve problems in real-time and agents are unmotivated. That's why access to real-time reporting and historical data is so vital to daily contact center success.

## 4 Do you have an automated way to engage and reward agents?

Traditional gamification practices are labor-intensive and unsustainable. Five9 Performance Dashboard removes the stress of running manual games and provides an automated, sustainable way to reward and engage agents.

## 5 Are you and your agents alerted immediately when KPIs begins to fall out of set objectives?

Today's call center agent isn't just CAPABLE of reading reports but THRIVES on it. With Five9 Performance Dashboard, agents are always up to speed on performance so you can focus on the wildly important.

## 6 Do you lack time to coach/mentor agents?

When you're spending time pulling reports, running manual gamification, and trying to save disengaged employees, you don't have much time to spend helping agents grow. Wouldn't it be nice if you had the time and data to coach proactively rather than reactively?

## 7 Do you have high agent turnover and/or low employee engagement?

Everyone is motivated differently. Some want public recognition on a leaderboard; others want a private pat on the back. One agent is set on earning a gaming console while another wants an extra day of PTO. Lucky for you, Five9 has got you covered from all fronts

## 8 Do you have a difficult time getting data to the right people at the right time?

If executives can't access all back-end metrics, agents can't see performance, and supervisors' are reactive rather than proactive, you may want to consider role-based dashboards and company-wide wallboards.

To learn more about Five9 Performance Dashboard, Contact your Five9 CSM or Schedule a Demo.

[Schedule a Demo](#)