

NICE inContact Reporting & Performance Management VS. Genesys PureCloud's Reporting & Performance Management

Internal Document Only

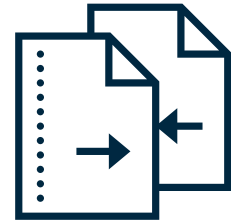
This information is based on our best knowledge. Information provided on competitors could change, and some of it is opinion-based.

General Things to Know...

According to Analysts: NICE inContact has consistently been ranked higher than Genesys in the Gartner Magic Quadrant, Forrester Wave and Omdia Decision Matrix.

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

Genesys Professional Services: The costs can add-up quickly. Anything beyond “out-of-box” functionality will require expensive professional services time or partner services. – PS time can be almost twice as much as NICE inContact.



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.

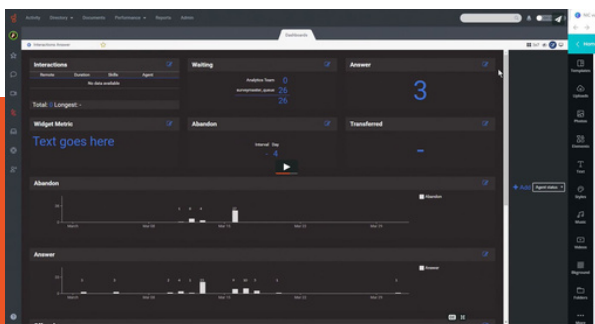
- “Genesys real time dashboards — run 80% through B.I tool.”
- Some Gartner clients indicate that PureCloud's reporting capabilities are less rich than they expected, particularly when moving from an on-premises system.
- “Genesys real time reporting is ok but limited — must partner to include customized reporting.”
- “Genesys reporting is still weak” — will augment with eMite and or Digital Insights”

NICE inContact Standard Reporting:

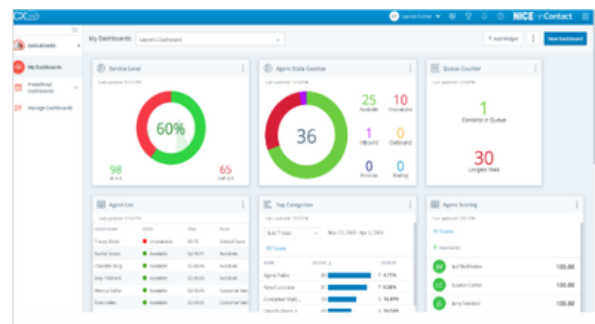
Predefined Reports: NICE inContact pre-defined reports consist of 90+ out-of-the-box reports that give quick access to basic contact center information.

Custom Reports: can be created with more than 250+ ACD metrics that can be compiled and put into templates. Can pull ACD metrics to report on interactions, chats, emails, phone calls, etc. The reports are easy to manage with simple check boxes and the option to hover over metrics to show a summary of how it's calculated. However, data from other CXone products and CRMs is either very limited or inaccessible through CXone custom reporting.

Dashboards: NICE inContact can display most of the same metrics from pre-defined reports and custom reports as widgets on easy-to-read dashboards.



Source www.help.mypurecloud.com



Genesys PureCloud augmented with eMite

eMite Advanced Analytics is comparable to CXone PM when it comes to real-time, advanced reporting. However, CXone PM is technically native to NICE inContact and is part of the CXone suite, whereas eMite is a 3rd party solution for Genesys. **CXone PM is also 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 CXone PM, you can roll it to however many agents you'd like (on a team or floor basis).

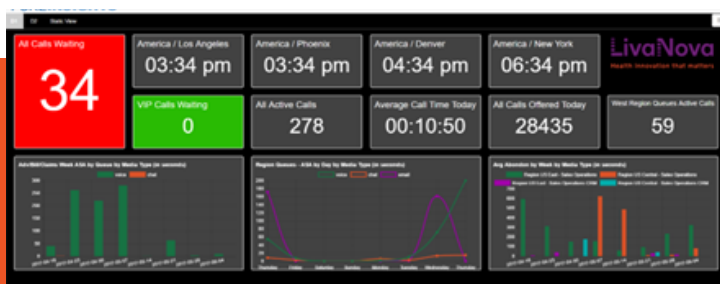
Integrations on the eMite platform are typically charged monthly per user, **so it can quickly add up. Whereas with CXone PM, each integration is one straightforward fee.**

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 CXone Performance Management

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

PureInsights



CXone Performance Management

- ✓
- ✗
- ✗
- ✗
- ✗
- ✗
- ✗

- Real-time views of data on dashboards
- Dashboards designed for agents!
- Integration with multiple 3rd party databases
- Automated Gamification
- Automated proficiency-based routing
- Coaching
- 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

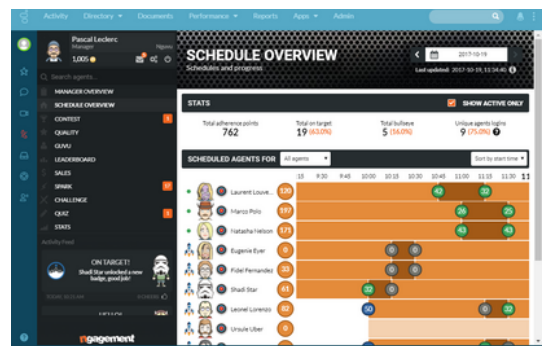
PureInsights Business Intelligence (PIBI): \$495 a month for 0-40 agents/ \$800 a month for 61-80 agents

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



nGAGEMENT Compared to CXone Performance Management

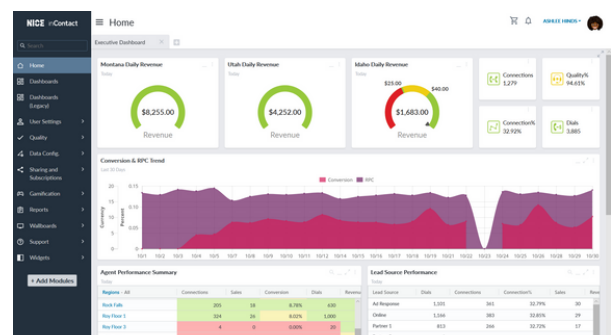
If you're looking for a gamification and employee engagement platform, you're going to get a lot more of a bang for your buck with CXone Performance Management. From what we have learned, CXone Performance Management can do everything that nGAGEMENT does and more. It's also a better option because:

- CXone PM is complimented by all the other products in the CXone suite, which creates a seamless experience for the end user.
- CXone PM is all-inclusive with employee engagement, gamification, advanced reporting, data aggregation and coaching within one robust platform.
- Users only need one seamless platform with the CXone suite,

NICE inContact CXone Performance Management is the most robust Advanced Reporting and Performance Management solution for cloud-based contact centers.

With CXone Performance Management, 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, CXone Performance Management takes that feedback and helps improve upon it.

CXone Performance Management was built to aggregate third party data. It provides the best reporting on IEX, Engage, QM Pro, Feedback Manager (ECHO), Salesforce and even homegrown systems. CXone Performance Management also provides proficiency-based-routing, gamification, coaching and wallboard capabilities.



Conclusion

- Not only is NICE inContact a better solution than Genesys PureCloud, but the CXone suite really makes for a better and more seamless experience for the end user. It is more scalable, and pricing is more flexible.
- When it comes to reporting options, it's a no-brainer to go with NICE inContact. The standard reporting is more robust, and CXone PM is an all-inclusive, advanced reporting solution that is fluid with the other CXone products.
- CXone PM also has holistic gamification, wallboards, automated proficiency-based routing and coaching that can be easily "turned on." Getting advanced reporting and gamification with Genesys PureCloud is going to be a much more complicated process that involves 3rd party apps.



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