

2020 SUMMER RELEASE

CXone Performance Management

This new release was designed to simplify processes within CXone Performance Management. It also includes new ways to engage agents. Learn more about the latest features below.



Dashboard Updates

Module Settings Slide-Out

Manage your module settings with a new, sleek slide-out that is easier than ever to navigate.

Metric Selector Redesign

Select your metrics more easily with a simplified design.

Profile Header Update

Access a new profile header with all your main functions like “logout,” “profile access,” and “language” in one location.

Language Selection by User

Choose your preferred language in the profile header menu. Options include English, Spanish, French and German.



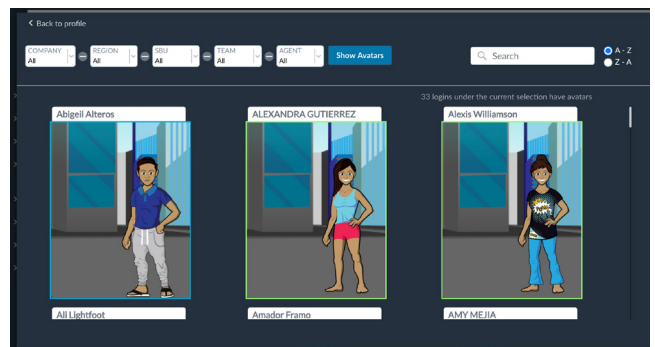
Gamification Updates

Connect 3 Game

Incentivize your agents to prove they are well-rounded by connecting three metric goals in this new game.

Avatar Gallery

Create a social environment with the new avatar gallery where you can view your team members' avatars (as access is given).



Ex. Avatar Gallery

If you have any questions about the latest release or would like to learn how to incorporate it into your demo, please reach out to your ClearView channel sales manager!