

# Performance Management

For The Modern Contact Center

## Improvement You Can Track

CXone Performance Management enables contact centers to spot trends, avoid performance slumps and make swift, confident decisions that empower agents to succeed. By measuring and motivating key behaviors, contact centers will operate in a more predictable, autonomous environment where both performance objectives and employee satisfaction are reached.

## Build User-Friendly Dashboards in Minutes

User-friendly dashboards aggregate customizable metrics and KPIs into a sleek view and offer direct, continuous feedback to the right people at the right time.

### Main Benefits

- Increase employee satisfaction
- Decrease employee attrition
- Increase operational efficiencies
- Decrease supervisor workload
- Increase customer satisfaction



# Vibrant Wallboards Transmit Information to Every Screen

Whether you're celebrating wins, showing call queues or highlighting the employee of the month, CXone Wallboards will give your floors the upgrade (resuscitation, renovation) you've been waiting for.

## Always-on Approach

Wallboards enable you to design a visual contact center in three simple steps: create, save and share. By making the most important information accessible to everyone, teams can proactively contribute to organizational growth.

## Easy to Build, Easy to Use

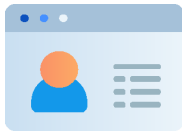
With our simple Drag-and-Drop interface, building wallboard slides is a snap; even if you're not the most tech-savvy individual. Choose from several of our themed templates and get started right away.

## Sustainable Gamification Drives Agent Engagement

CXone Gamification creates a culture of healthy competition, accountability and fun in a way that is not only sustainable, but energizing. Watch as agents engage in head-to-head challenges, supervisors compete one team vs. another and everyone works toward a common goal. Find out why CXone Gamification is a definite game-changer.



Command Center



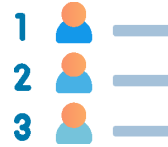
User Profiles



Rules Engine



Marketplace



Leaderboards



Badges



Experience Points



Virtual Currency



Challenges



Avatars

## Proactive Coaching

By tying performance feedback to data, our coaching tools pinpoint the root-cause of problems and help keep track of agreed actions. This gives agents autonomy; as they're able to gauge their performance in relation to their coaches established goals.

