NICE · CXone

The Top 5 Roadblocks to Contact Center **Excellence**

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Roadblock 1: Disparate Data

Problem: Disparate Data

- Canned reports
- Manually exported data
- Lengthy Excell sheets & pivot tables

Solution: Data Aggregation

- Aggregate raw data (ACD/IVR, CRM, QM, WFM, LMS, and more)
- Intuitive dashboards allow you to personalize data, modules, and metrics
- One-stop-shop for all your reports in a customizable format

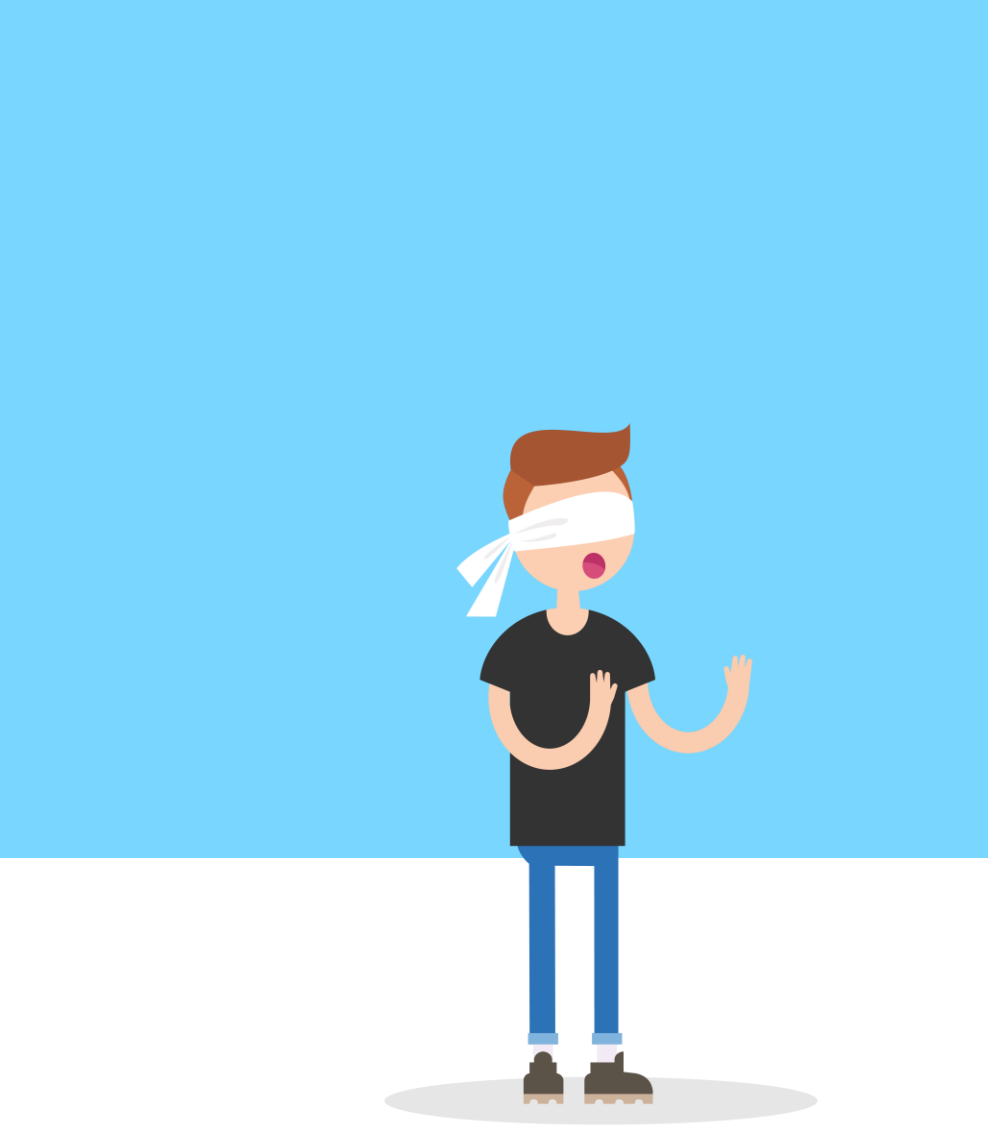
Roadblock 2: Delayed Access

Problem: Delayed Access

- Supervisors unable to solve problems in real-time
- Unmotivated agents unsure of current performance
- Reports a day too late

Solution: Real Time Access

- Real-time data can be viewed at every level of the organization
- Multi-slide wallboards show agents how they match-up in real-time
- Gamification allows you to give agents recognition in real-time



Roadblock 3: Limited Visibility

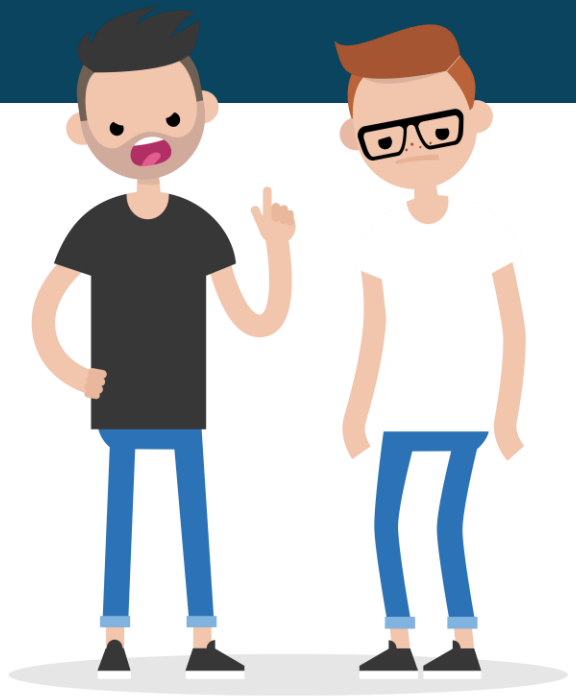
Problem: Limited Visibility

- Executives can't access all back-end metrics
- Agents unable to see their performance
- Supervisor's job involves too much guesswork

Solution: Enterprise-Wide Visibility

- Dashboard sharing and subscriptions allow enterprise uniformity
- Managers and agents have dashboards with information vital to performance
- Accountability for metrics can be generated from agent-to-agent, floor-to-floor, or sitewide
- Group agent characteristics and view performance based on those attributes

Roadblock 4: Reactive Management



Problem: Reactive Management

- Supervisors being reactive rather than proactive
- Agents quitting because of reactive management
- Unnecessary escalations

Solution: Behavioral Intelligence

- Course-correct agents through a series of integrated features that provide direct solutions to data-driven concerns
- Rules engine automatically fills a supervisor's task list with coaching sessions
- Comprehensive reports and tools document all coaching sessions and progress

Roadblock 5: Detached Employees

Problem: Detached Employees

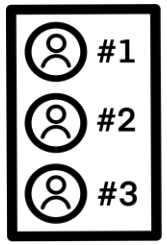
- Unmotivated employees
- High turnover rate
- Low productivity rates

Solution: Prescriptive Analytics

- Give agents clear, trackable goals with immediate feedback
- Incentivize agents to meet KPI's with custom rewards in a digital Marketplace
- Automatically generate coaching sessions triggered by performance thresholds

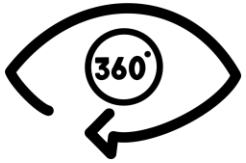
NICE CXone Performance Management

Managing your contact center has never been easier with CXone Performance Management software.



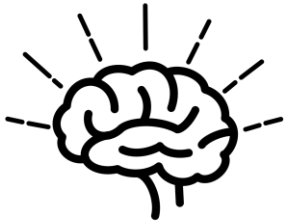
Vibrant wallboards keep every agent attentive

Real-time performance dashboards

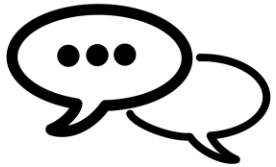


360 degree view- from executives to agents

Social working environment



Data aggregation and business intelligence



Messaging, chat, announcements, word aids

Cloud- optimized

Gamification motivates agents

NICE CXone Performance Management

- [x] Aggregated Data
- [x] Real-time Access
- [x] Enterprise Visibility
- [x] Behavioral Intelligence
- [x] Prescriptive Analytics