

2022 CXone Performance Management Roadmap



Spring 2022

Summer 2022

Fall 2022

Main Topics

Dashboards

- Quick Rename of Modules and Dashboards Tabs

Gamification

- Marketplace Item Attributes (size, color, type)
- Team Vs. Team Games
- Missed Rewards Modal

Wallboards

- Summary Pagination

Core

- Export Hierarchy
- Brazilian Portuguese Language Support
- Show Locked Users on Users Page
- Back-end Stability Enhancements for Core Session Servers. Migration from SQL Server to AWS RDS (PostgreSQL)
- Database Cache Optimizations

Main Topics

Dashboards

- Accessibility Improvements
- Real-Time Alerts on Current Metric Objectives

Gamification

- Supervisor Games
- XP Level Setup on Command Center
- Gems as Reward Type

Wallboards

- Bootstrap Responsive
- Marketplace Item Showcase

Core

- Japanese Language Support
- Additional Hierarchy Support
- Efficiency Improvements (Speed)
- Caching Improvements with AWS ElastiCache

Main Topics

Dashboards

- New Charting Library AG Grid
- Metric Objective Information Display
- Open in New Browser Tab (No Limit)

Gamification

- New Supervisor Games Module
- Items in Cart Timer

Wallboards

- Templates
- AngularJS to Angular

Core

- Profile Templates to Roles
- Contact Hierarchy Permissions Explicitly
- Defined on Role
- Bulk Users Creation (Non-Agent Level)