

Level Up Your Contact Center With GAMIFICATION

Motivate & Engage Through Gamification

Agents are happiest when performance is rewarded, but traditionally the burden of managing games has been overwhelming. CXone Performance Management & Gamification eliminates the hours spent tallying results and automates the awarding of gems, coins, and badges — all of which can be redeemed in a customized Marketplace.

Recognize

Provide agents with sincere, timely, public and consistent recognition through badges, leaderboards and custom Wallboards while enabling supervisors to stress less and recognize performance in real-time.

Reward

Simplify the process of allocating rewards in a call center. With an automated reward system, agents can receive coins, gems, experience points, and badges for their achievements. A customizable online Marketplace allows agents to redeem sought-after rewards with their virtual coins.

Engage

Drive a culture of high performance, engagement and transparency. The camaraderie built by participating in metric-driven games and challenges drives a sense of personal investment and motivation for agents.

BENEFITS

- Increase agent engagement and productivity
- Decrease supervisor load
- Decreased agent turnover

FEATURES

- Command Center
- Marketplace
- Modules
- Rules Engine
- User Profiles
- Avatars
- Coins, Badges, Gems, Experience Points

No Call. No Show. No More. Gamify Your Call Center.

