CXone PM
DISCOVERY QUESTIONS

DISPARATE DATA

- When you are trying to gauge a holistic view of how your organization/teams/agents are performing, what are the Key Performance Indicators that you are tracking?
- What different systems do you use to report data, such as QM, WFM, ACD, etc?
- What does your current process look like to gather reports from multiple sources?

DELAYED REPORTS

- How often are you able to generate "historical" reports?
- How frequently do your executive/leadership teams expect to see performance reports?
- How often are individual agents able to see reports on their own performance?

LIMITED VISIBILITY

- What is your current process to provide agents with feedback regarding their performance?
- How do you and your teams currently visualize performance and reports? For example: through dashboards, wallboards, paper reports?
- Do you have clients/partners outside of your organization that might require or benefit from visibility of your organization's performance?

PERSONNEL MANAGEMENT

- What is your current employee attrition rate per month?
- How do you identify agents that are struggling?
- Do you currently run an incentive plan? If so, what does that look like in your organization?

CLEARVIEW