

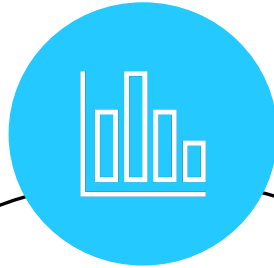
CXone Performance Management

Inspire employees to improve performance and align with your customer experience goals



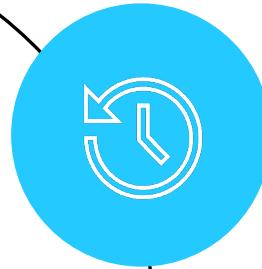
Role-Based Dashboards

Agent to executive performance dashboards



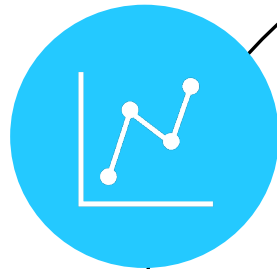
Data Aggregation Platform

Consolidate data from CRM and other systems



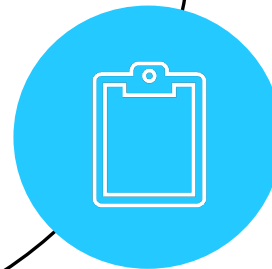
Custom Wallboards

Performance visibility in the click of a button



Real-Time Reporting

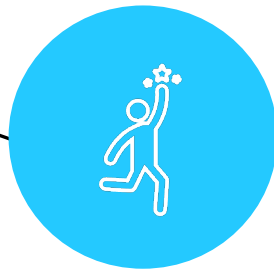
As well as historical and transaction-level data



What is CXone Performance Management?

Automated Gamification

Robust Rewards & Recognition



Surveys & Coaching

Tailor training based on individual needs

What benefits can you expect?

1

**Decrease
Employee
Attrition**

4

**Increase
Employee
Engagement**

2

**Create a single
source of truth
for your data**

5

**Increase
Operational
Efficiency**

3

**Reduce
Supervisor
Workload**

6

**Maximize
Training
ROI**

CXone Performance Management

Customer Proof:

CUSTOMER

1

Challenge: Limited performance visibility & manual reporting processes

Results: 40% increase in Net Revenue Per Call, 80% increase in Net Promoter Score (NPS)

CUSTOMER

2

Challenge: Manual data aggregation & low productivity

Results: 68% reduction in ACW & 40% reduction in AHT

CUSTOMER

3

Challenge: High attrition rates & low employee engagement

Results: 26% increase in utilization, 19% reduction in attrition, 35% reduction in annual training hours

What's the ROI?

CXone Performance Management typically saves organizations 3-5 times what it costs them.

The image displays two overlapping screenshots from the CXone interface. The background screenshot shows the 'MARKETPLACE' section with a sidebar of categories (All, Best Sellers, Video Games, Electronics, Food, Clothing, Fun) and a main area featuring a '1 Day of Paid Time Off!' offer for 500 points and a 'Nintendo Switch' for 3,500 points. The foreground screenshot shows a 'Leaderboard' for 'Today' under the team 'Wild Blue Yonder'. A notification bubble at the top of the foreground screenshot reads 'You received a badge! Nice job Yvette! You're moving on up!' with a thumbs-up icon. The leaderboard table is as follows:

Place	Team - Wild Blue Yonder	AHT
1st	Allie Applebaum	00:06:30
2nd	Yvette Youngman	00:06:59
3rd	Hope Hazzard	00:07:38
4th	Dalton Dolson	00:07:49
5th	Quin Quartz	00:07:57
6th	Fatimah Faulkenberry	00:08:10
7th	Bradly Brando	00:08:44
8th	Oliver Ottman	00:09:00
9th	Roman Rumph	00:09:32
10th	Tamala Twiss	00:09:45

ROI Example:

IF

- 100 Agents
- Paid at \$15.00 an hour
- A 75% Productivity Rate
- A 30% Attrition Rate



AND

Adding CXone Performance Management helps increase productivity rate to 80% (a very common improvement), and drop attrition rate to 25% (also a very common improvement) you would see:



THEN

- 9,450 more productive hours annually
- About \$9,375 in savings on annual attrition
- **And a net ROI of about \$99,000 annually which includes the purchase of the product**

CXone Performance Management

- ✓ Aggregated Data
- ✓ Real-Time Reporting
- ✓ Enterprise Visibility
- ✓ Decreased Supervisor Workload
- ✓ Engaged Workforce

