CXone Performance Management

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

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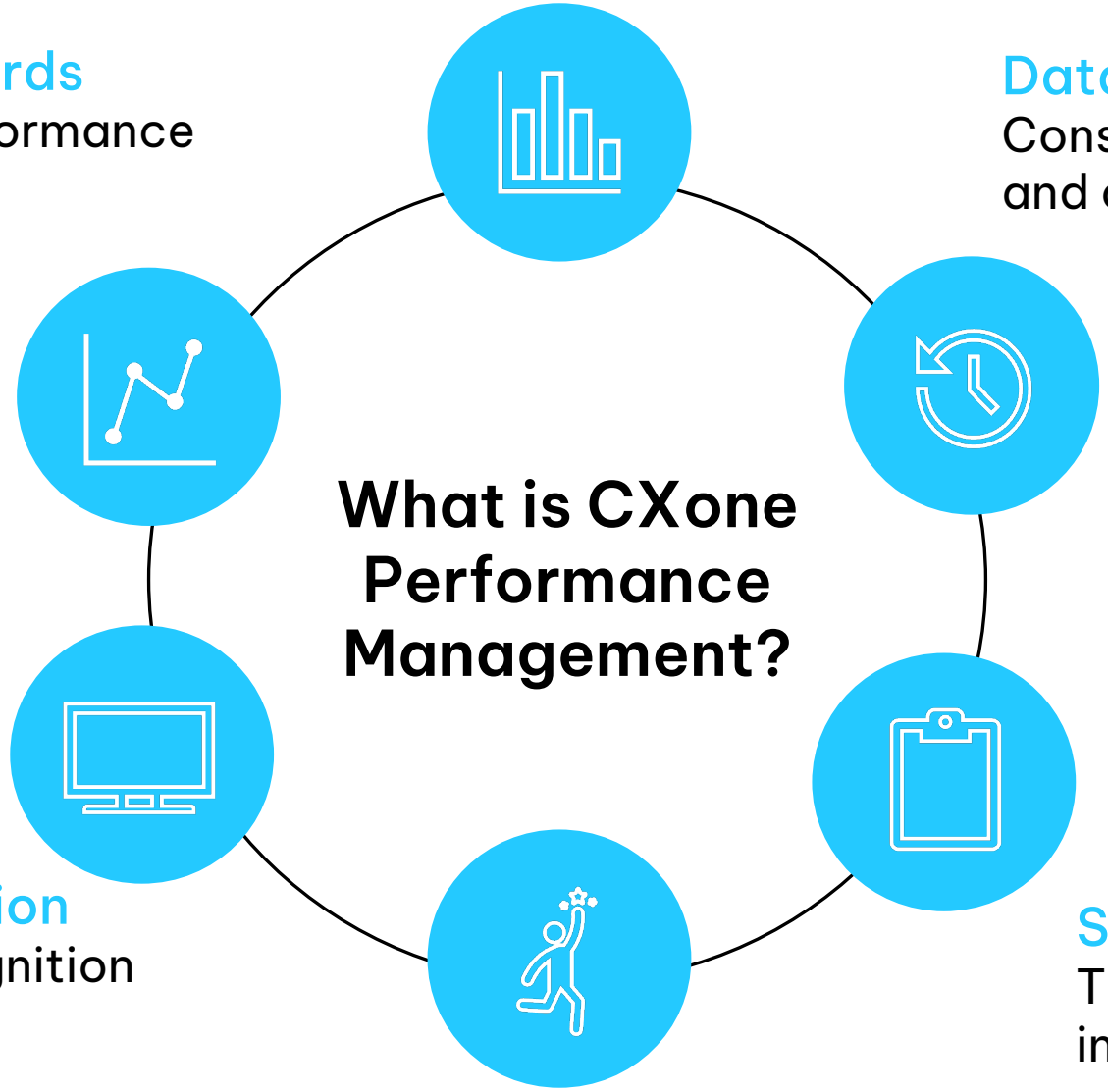
What is CXone Performance Management?



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

Automated Gamification
Robust Rewards & Recognition

Surveys & Coaching
Tailor training based on individual needs

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What benefits can you expect?

1. Decrease Employee Attrition
2. Create a single source of truth for your data
3. Reduce Supervisor Workload
4. Increase Employee Engagement
5. Increase Operational Efficiency
6. Maximize Training ROI

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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

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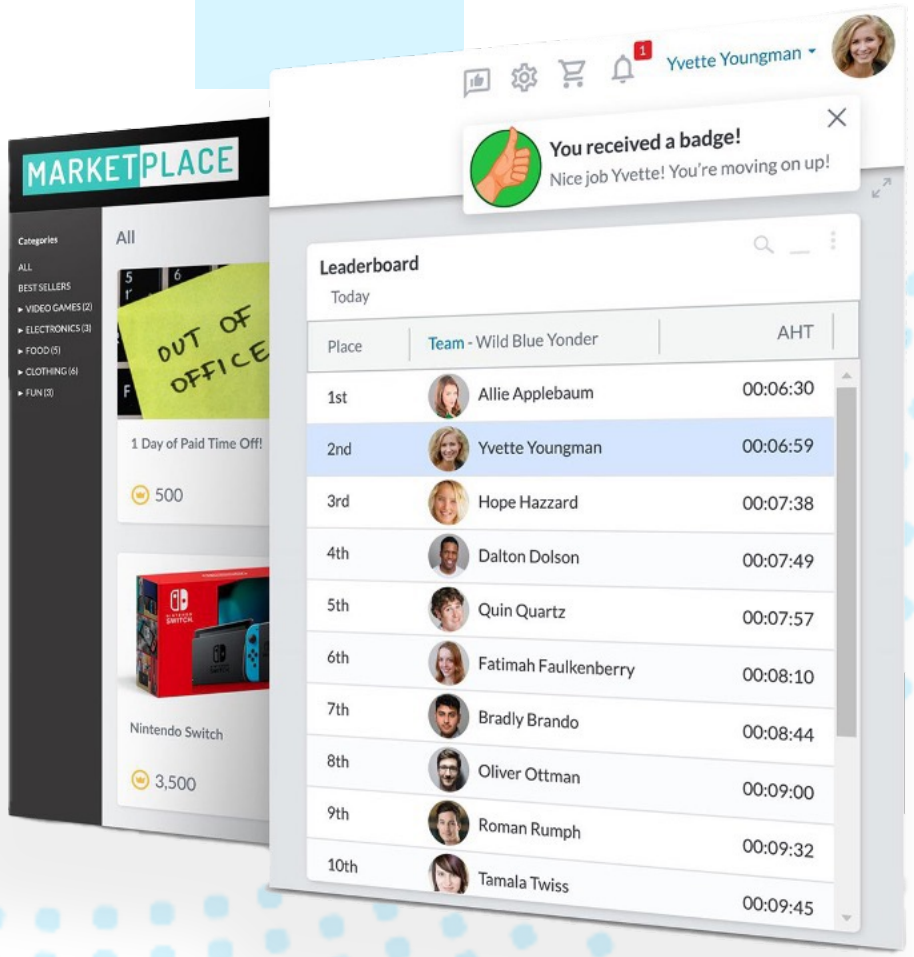
What's the ROI?

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



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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**

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CXone Performance Management

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

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