NICE®

NICE PERFORMANCE MANAGEMENT: COMPREHENSIVE CAPABILITIES

From Transparency to Transformation – and Back Again

Performance Management: Effectiveness Through Accountability

According to SaddleTree Research, the demand for performance management solutions in contact centers alone was nearly double the level expected in 2015. Performance management is clearly becoming a priority for organizations interested in the twin drivers of long-term success – workforce optimization and increased customer satisfaction.

NICE Performance Management (NPM), as a comprehensive solution, brings together a wide range of features for monitoring, understanding and moving employees towards greater effectiveness at all levels. For performance-driven sales and service organizations across a wide range of industries, NPM has been key to effecting true cultural change through:

A

Accountability From frontline agents to the back office staff to supervisors and managers, transparency makes personalized performance data more accessible, timely and informative.

C

Consistency With in-depth analytics, a “single source of truth” is created for best practices guidance, for identifying new opportunities, and to overcome performance gaps.

T

Transformation Performance insights and optimization tools come together to provide the motivation and personalized guidance necessary to transform employee behavior, for an enterprise-wide impact.

And after fifteen years of deployments, in the cloud and on-premises, the results are in.

NICE Performance Management has helped leading organizations improve customer satisfaction scores (CSATs) by more than 10 points, while reducing contact center operational costs by more than 10 percent.

HOW?
Thanks to three key NPM capabilities:

Insight

Actionability

Integration

Insight

Understanding Employee Performance

Data tends to proliferate. Monitoring, collating and analyzing performance metrics for sales and service teams across multiple locations, in front and back offices, with differing reporting systems and core competencies, can become a tangled and time-consuming endeavor. As a purpose-built solution, NICE Performance Management overcomes this challenge with sophisticated and automated reporting methods that are far more effective than the most advanced stand-alone reporting tools. This encompassing and rapid approach underpins NPM's deep performance insight into the individual, team and enterprise levels.

Personalized Reporting – Performance metrics, analysis and relevant information is shared with each employee through a personalized interface, depending on their role in the organization, their team participation, their seniority, etc.

Self-Service Analytics – Dynamic, intuitive reporting and analytics are designed to be both accessible and easily understood by executives, managers, agents and other employees. This way, staff members can evaluate their own performance, whenever they see fit, and take corrective action independently, without waiting for a supervisor to intervene.

Root Cause Analysis – NPM dashboards enable users with the appropriate permission to drill into the data from team-level KPIs down to the level of specific individual interactions as part of a root cause analysis of performance issues. Similarly, users can also "drill through" from a specific interaction to related insight components such as call recording, customer surveys, and QA forms.

Internal Mobility Tracking – For both accurate performance assessments and maintaining proper NPM permissions, an employee's internal mobility, as well as changes in tenure, status, function, and the like, are constantly updated over time.

Flexible User Experience Design – NPM landing pages are configured specifically for the front office or back office, for sales or service reps (e.g., the sales interface would include revenue metrics, while the service edition would be more focused on CSAT), for different industries (e.g., sales or CSAT scales could vary by industry). In addition, the interface easily accommodates evolving business needs, such as expansion and customization.

Actionability

Transforming Employee Behavior

In order to make in-depth performance insight truly actionable, the NICE Performance Management solution includes an array of tools that transform employee behavior. No matter how fine-grained the identified performance issue is, NPM empowers managers and employees to take proactive steps for a direct positive impact on relevant company KPIs. After the employee implements the given plan of action, such as coaching sessions, for example, NPM takes new measurements to determine if there are remaining performance gaps and, if so, points the way toward needed improvements.

Goal Management – Performance goals can be defined in NPM on an agent-by-agent basis, connected to specific KPIs or milestones, set for specific time increments or deadlines, etc. Progress can be tracked and documented in NPM, in order to maintain the pressure to succeed.

Employee Segmentation – NPM features are organized in accordance with performance-based and user-defined segmentation, in order to optimize employee development activities such as goal setting and coaching plans.

Reporting Alerts – Supervisors, managers and designated personnel get automated notifications regarding emerging performance problems, in real time. Early response accelerates issue resolution and drives improvement.

Best Practice Content Library – Popular call center metrics, scorecards, reports, processes and more are accessible for sharing best practices, both at the individual and the team levels.

Agent Guidance – Each employee is given tailored guidance, such as goal recommendations, task management scheduling, and a best practices library of resources specific to the employee's current role and seniority. In addition, if coaching or training is underway, then NPM agent guidance can include relevant embedded training content and session playback for review, etc. The agent is encouraged and given the tools to independently advance along a constant improvement path.

Opportunity Identification – Employee coaching is automatically prioritized by NPM to maximize its positive impact. Prioritization of coaching opportunities is based on the expected return on an investment of time and effort, as measured by individual and team KPIs.

Closed-Loop Coaching – Coaching workflows include follow-up performance monitoring, measuring the impact of the coaching sessions over time, encouraging accountability among both trainers and trainees. In addition, comprehensive reporting on coaching effectiveness and frequency provides managers performance data on supervisors, as well as affording supervisors the opportunity to take the initiative to self-correct.

Employee Engagement – In order to engage employees at all levels, NPM includes performance goal gamification at the individual and team levels. This includes individual awards, team contests, a points system, and the like, as well as an online marketplace where earned points and rewards can be redeemed.

Employee Collaboration – NPM includes the infrastructure for in-house virtual communities and message boards, for knowledge sharing and peer motivation. These professional social media forums have particular added value for facilitating collaboration among the growing cadre of remote employees and their colleagues at the office.

Integration

Unifying the WFO Portfolio

NICE Performance Management aggregates data feeds from other NICE Workforce Optimization (WFO) solutions, as well as third-party systems (such as ACD, CRM and sales management), integrates them seamlessly and produces deeper insights than any WFO solution could. While this capability dramatically increases the ROI of each WFO application individually, it also turns NPM into a functional hub for the WFO suite and a window into almost every aspect of sales and service organizations. NPM integrations maximize WFO technology, bringing greater visibility, harmony and control to:

Call Playback – Integration with NICE Recording

Leverage your investment in NICE Recording by delivering an excellent user experience for call playback through NPM, where recordings are consolidated into a single view. Stop hunting- and pecking to find the calls containing the specific behavior or metric you're looking for.

Quality Evaluation – Integration with NICE Quality Management (QM)

Harness a broad array of root cause analytics in NPM by leveraging fine-grain quality assurance data from NICE QM. Additionally, enrich in-house coaching with call quality evaluation forms, metrics and objective scoring.

Speech Analytics – Integration with NICE Interaction Analytics (IA)

Leverage Nexidia[1] Interaction Analytics within NPM, where flexible goals, coaching workflows and Gamification mechanics can be applied to user-defined KPIs. Operationalize these powerful speech analytics insights for rapid and comprehensive corrective action.

CSAT & Surveys – Integration with NICE Total Voice of the Customer (TVOC).

NPM pulls in voice-of-the-customer metrics like Net Promoter Score, Customer Effort Score and more, as well as customer surveys. Identify how customers experience your operational performance and you can direct your staff to the behaviors that matter most.

Desktop Analytics – Integration with NICE Real Time Activity Monitoring (RTAM)

Operationalize desktop analytics insights – the agent's activity during the call – for corrective action. Add desktop activity-based KPIs to NPM and achieve greater data monitoring 'reach' with greater insight into scheduling adherence (utilization), process bottlenecks, and desktop-based best practices and compliance.

Scheduling Adherence – Integration with NICE Workforce Management (WFM)

When combined, NPM and NICE IEX WFM provide a single interface where each employee can see their performance and schedule. Reward top performers, based on WFM-driven metrics like adherence, with access to preferred shifts.

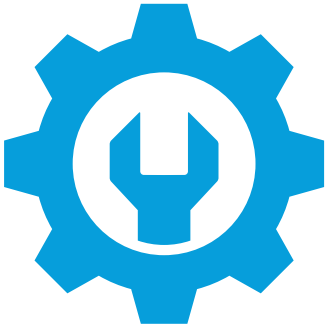
Pay for Performance – Integration with NICE Incentive Compensation Management (ICM)

Top performing organizations connect pay to performance in outbound sales, as well as inbound and back office service. Let your employees access their pay details via NICE ICM and definitive performance metrics via NPM in one common portal.

[1] Nexidia is a NICE analytics company

Architecture

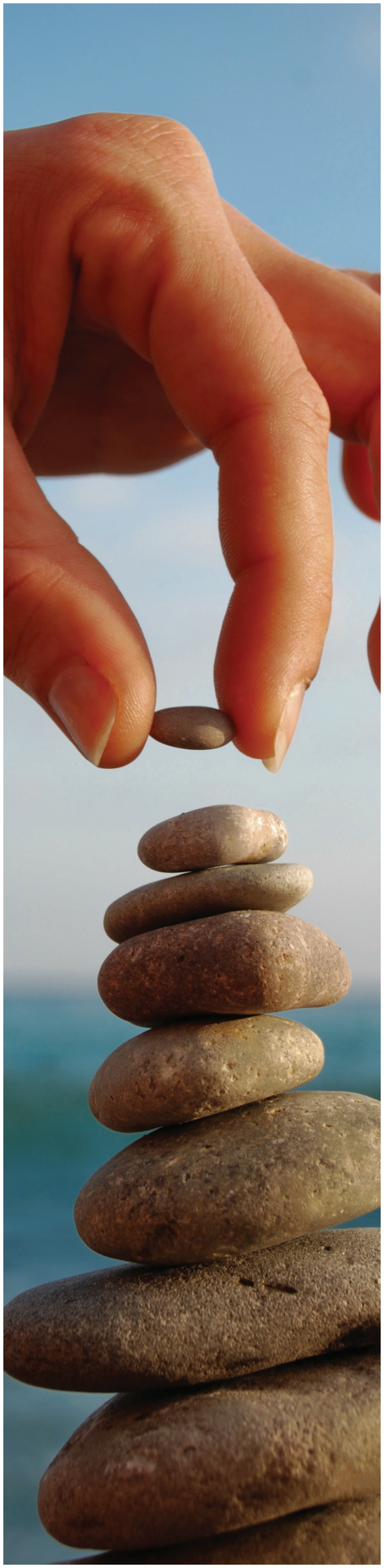
As NICE Performance Management is a 100% web-based, n-tier solution, it is quick to deploy (on-demand or on-premises), easy to maintain, and supports all major databases and platforms. The solution's open standards-based architecture meets the demands of the largest enterprises, with tens of thousands of users and global markets.



Administration

Change is a constant in most environments and organizations need to be empowered to adapt as needed. NICE Performance Management is designed to enable maximum corporate self-sufficiency and, based on a host of administrative tools, to reduce the organization's total cost of ownership (TCO). Customers can easily adapt NPM, with or without NICE assistance, as their business evolves and grows over time.

NPM uniquely gives business users administrative access to the entire application, including the ability to revise reports, shape dashboards, define goals, select metrics, and more. All key end-user and administrative features are completely integrated, and the system provides 100% web-based administration and authoring tools.



In the Final Analysis...

Performance matters. It is how your customers will know you; and it's a driver of organizational effectiveness. In today's dynamic environment, this means continuous improvement – from the individual call center agent to the back office team to the WFO manager.

By proactively guiding employee behavior toward consistently greater achievement, NICE Performance Management is a force multiplier for WFO solutions. It fosters that performance-driven culture by identifying best practices, encouraging collaboration and recognizing success. These NPM capabilities are at the heart of accountability, consistency and, ultimately, a positive transformation across the organization.

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NICE Systems (NASDAQ: NICE) is the worldwide leading provider of software solutions that enable organizations to take the next best action in order to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE's solutions empower organizations to capture, analyze, and apply, in real time, insights from both structured and unstructured Big Data. This data comes from multiple sources, including phone calls, mobile apps, emails, chat, social media, video, and transactions. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. www.nice.com.

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