About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

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WHITE PAPER

CXONE PERFORMANCE MANAGEMENT FOR THE BACK OFFICE ENABLES DEEPER INSIGHTS

Greater visibility into how employees are spending their time—no matter where they are—empowers and inspires employees, teams and managers to achieve their potential

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Organizations seeking to efficiently deliver exceptional customer experience recognize the need for full visibility into their processes, performance, and operations.

Managers need comprehensive visibility to compare teams and individuals, so they can focus their attention on helping the employees who need it most and provide them highly targeted guidance. For employees, enhanced visibility empowers them with a clear understanding of their successes and challenges. Operations teams leverage visibility to promote team progress, based on accurate monitoring of application use, technical difficulties, and work parameters.

IN THE BACK OFFICE

Customers don't distinguish between the front office and the back office; rather, they see them—correctly—as a single entity supporting their entire journey. But in terms of their daily activities, back- and front-office employees do very different things. Front-office agents log into their ACD and spend the bulk of their day taking or making phone calls, while back-office employees spend the majority of their time on desktop applications. These distinctions lead to different kinds of challenges in measuring and motivating performance.

The era of hybrid work is especially driving the need for responsive, intelligent solutions for managing the back office. But no matter where employees are located, the same two fundamental questions will always need to be addressed:

- How can you tell who is working and who isn't (or who is doing the right thing and who is doing the thing right)?
- How can employee performance and engagement be driven and improved to help them hit their KPIs?

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CXone Performance Management Provides the Insight

CXone performance management solutions provide the insight employees, supervisors, and managers need to measure performance and drive productivity for the success of their organization.

Application Analytics

For accurate and in-depth insights into back-office productivity, including improvement opportunities, a proven solution is Application Analytics. The automated remote monitoring solution captures employee desktop activity and categorizes it as productive, non-productive, idle, non-work related, or PC-locked times. The application also uses data from the desktop to measure the time each employee takes to complete designated tasks or processes. With this information, organizations can measure an employee's compliance and productivity, with optimal operational visibility into employee activity.

CXone Performance Management

CXone Performance Management uses powerful analytics to draw insights from individual metrics, such as desktop activity, creating comprehensive and focused KPI goals for each employee. It is a comprehensive workforce management solution focused on individual employees, enabling adaptive, personalized engagement and performance improvement strategies.

The solution takes each employee's preferences and historical results into account, tailoring self-directed tasks and interactive games designed to help them to achieve their goals. Dedicated coaching sessions shaped by CXone PM, with their effectiveness measured over time, are also critical to driving employee performance.

Productivity metrics are further operationalized through dashboards with varying accessibility permissions, presenting the balance of key performance indicators (KPIs) and internal relative rankings. Insights and alerts can point to areas that need attention, with recommended action plans and suggested activities for improving production time, average handle time by work type, rework percentages, and the like. In addition to measuring true productivity, such analytics can also help identify previously hidden opportunities to expand an individual's skillset, such as when excessive time is spent in what is considered a productive category or application without the expected corresponding performance outcomes.

In-Depth Visibility Made Easy with Dynamic Dashboards

CXone PM Application Analytics delivers the visibility your teams need. Out-of-the-box dashboards give supervisors and managers greater visibility into employee activities, enabling them to quickly and easily see who is working productively and who isn't.

The solution introduces several different dashboards, such as: Variability, Team Analysis, Employee Analysis, and Application Drill-down.

Variability Dashboard: See Where Employees are Spending Their Time
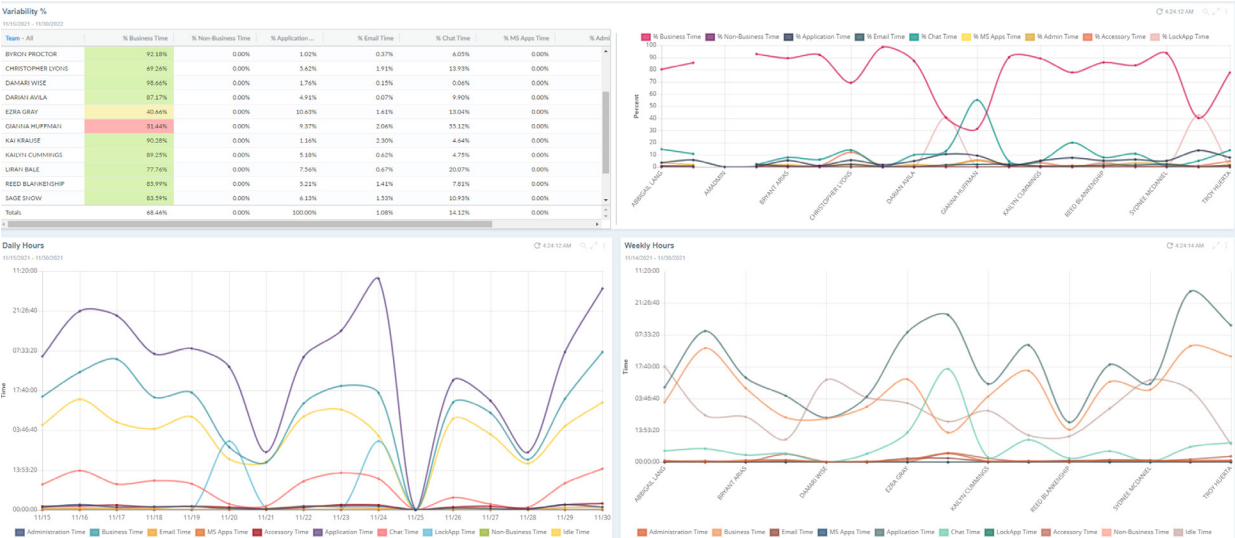
The dynamic Variability Dashboard gives supervisors the ability to view, at a glance, the variability between team members within productivity buckets or categories (e.g., productive, idle, lock and non-productive time).

It provides both the percent of time spent in the category and the average number of hours spent in the category in a given week. This enables you to increase visibility into usage, identify outliers within categories, and isolate daily time distribution per category.

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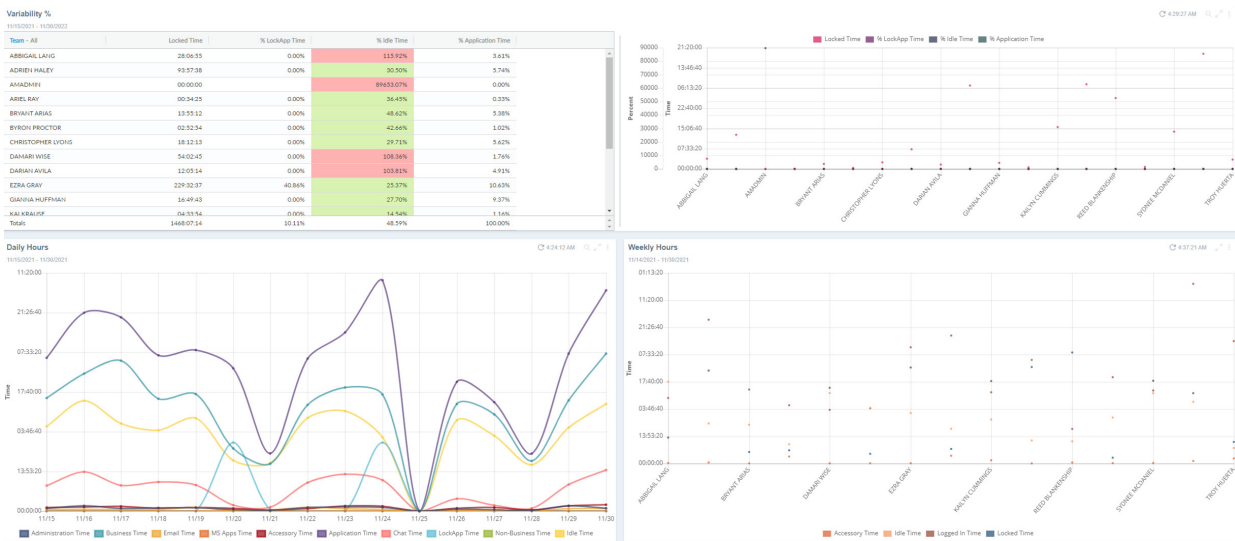
The Team Analysis Dashboard enables supervisors to quickly see how productive their teams are and dive deeper into the applications they're spending the most time in. A table view shows the collective time for each employee on a given day during the selected week.

A color-coded productivity chart provides a visual reference for average productivity by employee, informing supervisors of the team members they need to focus on. The dashboard also provides an additional level of detail related to the category of applications each employee was using.

Agent Analysis Dashboard: Analyze Productivity by Employee
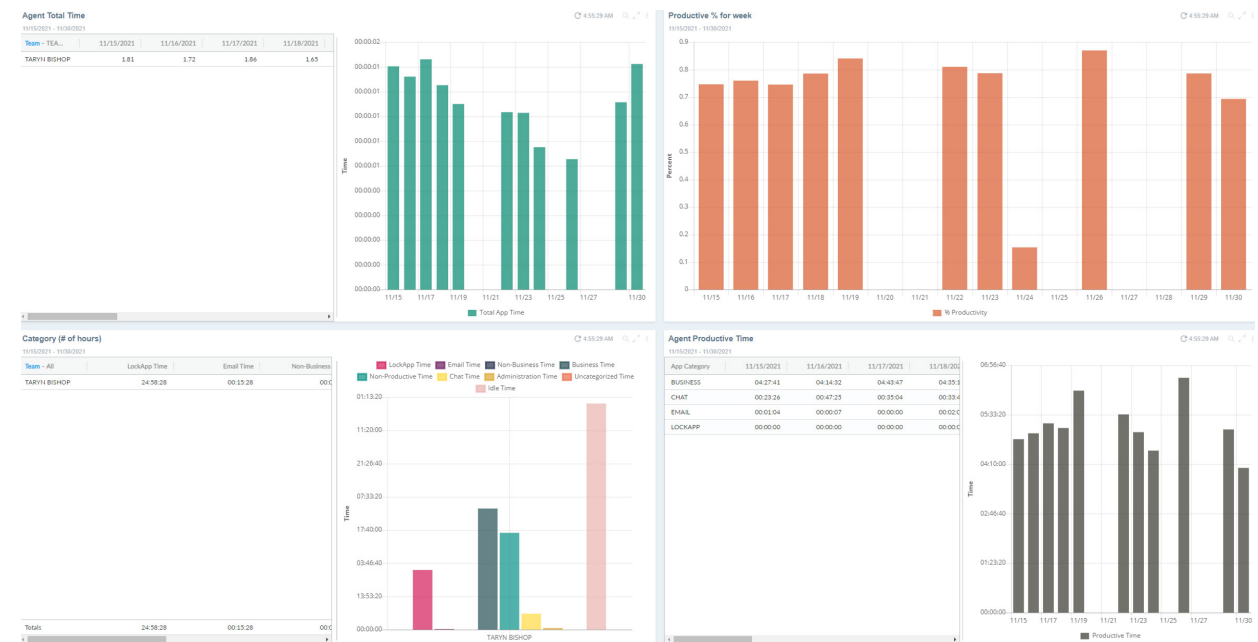
Team Analysis Dashboard: Identify the Employees to Focus On
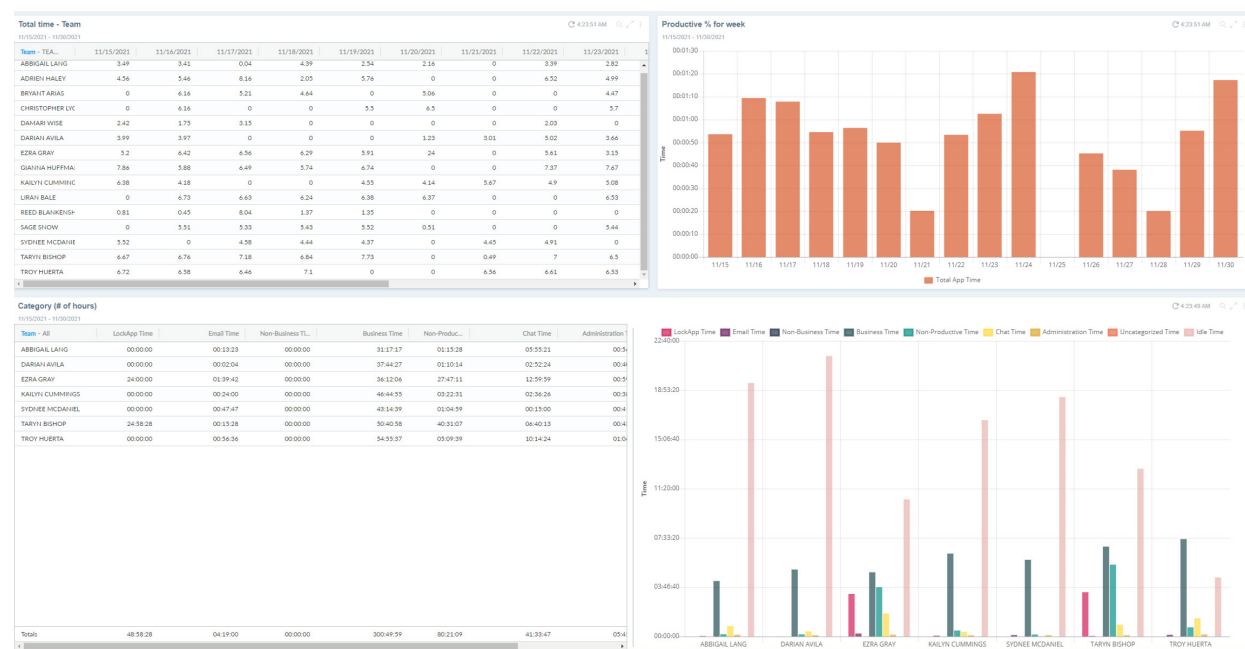
The Agent Analysis Dashboard is similar to the Team Analysis Dashboard, but provides the ability to drill down by week and by employee. Supervisors can look at specific employees; an employee has access to this dashboard, but can only view his or her own information. This helps the employee self-manage performance.

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This dashboard shows the total time per day for the selected employee, including a breakdown of applications within each productivity category. It provides a chart of the daily productivity percentage for the week, again in comparison to the team's average productivity and to goal productivity. It also includes a chart illustrating the selected employee's time per category for each day of the selected week, providing a quick view of outliers.

The Application Drill-down Dashboard displays the time spent by each employee using different apps, app categories, and app pages. To use this dashboard, the supervisor selects a category (for example, non-business apps), an employee, a specific app, and the week to focus on. Supervisors can see a breakdown of specific pages accessed for that app, providing insight as to the productivity value of the site. For example, when an app categorized as non-business, such as YouTube, is used primarily to access business-related content, that likely indicates it is being used as part of training.

Application Drill-down Dashboard: See Which Apps are Used the Most

DELIVER THE PERFORMANCE YOUR CUSTOMERS EXPECT

CXone PM Application Analytics unlocks a new level of ease in providing the information needed to understand how employees are spending their time—and to drive productivity. The results are greater efficiency, rapid value realization, and an exceptional customer experience.

The transparency and visibility CXone PM Application Analytics brings to any organization opens the door for managers to have meaningful, effective and focused interactions, helping their employees to be more productive, proficient and engaged in their day-to-day tasks. And, with the solution's scalability and easy extensions, it has the flexibility to grow and meet dynamic business requirements.