NICE

CXONE PERFORMANCE MANAGEMENT FOR BACK OFFICE.
MEASURE & IMPROVE.
RIGHT NOW.

Make experiences *flow*

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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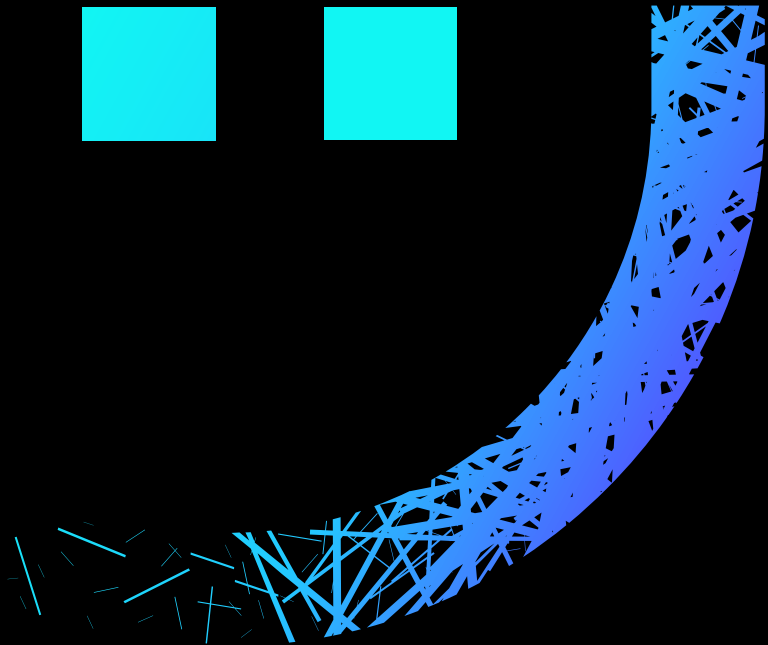
THE
MARKET

Measuring and driving operational performance in the back office has been at the top of the list for many operation managers for some time now.

According to a recent OVUM study, providing metrics and analysis of back-office performance was regarded a top priority by 56% of business operations executives.

This data comes as no surprise, as organizations, no matter the industry, are realizing the importance of providing their customers with exceptional experiences. In this respect, there is no difference between the front office and the back office. Customers judge them as a single entity, so when driving performance, you should be doing the same.

THE BUSINESS
CHALLENGE & OPPORTUNITY

The trouble is that the back office and the front office are not the same. Front-office agents are required to log into their ACD and spend the bulk of their day taking or making phone calls, while back-office employees spend most of their time using desktop applications. Measuring and driving performance is challenging in such an environment, as it requires visibility into agent desktop and process activity—visibility that isn't always there. Essentially, back-office operations are faced with the following two challenges:

1 How can you tell who is working and who isn't (or who is doing right thing and who is doing the thing right)?

2 How can employee performance and engagement be driven and improved?

According to a recent analysis by NICE, which covered 40 customers in multiple industries, the gap between expected and actual productivity was, on average, 27%. **This means there are roughly 115 minutes of scheduled work time per day, per back office employee, when work is not being done.** This is a huge opportunity for organizations to capitalize on. The question is: How?

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 performance management solution focused on individual employees, enabling adaptive, personalized engagement and productivity improvement strategies.

THE SOLUTION

PUTTING IT IN NUMBERS

Overview

CXone Performance Management Application Analytics measures and drives back-office performance. It can be deployed in as little as 1-2 months—and its value is realized immediately.

CXone Performance Management for Back Office contains the following two components.

APPLICATION ANALYTICS:

- Capture desktop activity and categorize it according to productivity type.

- Determine work compliance standards and specific application usage.

- Capture handle times, cycle times and reopen rates.

- Determine application activity breakdown.

- Drive awareness and accountability with performance transparency.

CXONE PERFORMANCE MANAGEMENT:

- See a robust visualization of desktop process data.

- Gain insight into KPIs, trends and deep-dive analysis.

- Track employee engagement over time with a new engagement KPI.

- Define and execute dedicated coaching sessions for driving performance.

- Measure the impact of coaching on KPIs.

- Identify productivity gaps for optimized operations.

- Elevate employee performance with insightful interactive games and a customizable marketplace of prizes.

Without even looking at potential improvements to proficiency and engagement, let's simply consider the impact of better workplace compliance. Imagine a standard back office with 500 employees and an average 115 minutes per employee per day when work was supposed to be done, but wasn't.

With CXone Performance Management for Back Office, 30% of that time can be reclaimed, amounting to 35 minutes per employee per day. If the back-office employees have an average annual salary of ~$50K, then the savings are equivalent to ~$2.9M every year.

This is an opportunity for savings that is hard to ignore.

ANNUAL SALARY COST	$ 50 000
NUMBER OF EMPLOYEES	500
DAILY EXPECTED TIME IN PRODUCTIVE APPLICATIONS	420 mins
ACTUAL TIME IN PRODUCTIVE APPLICATIONS	305 mins
RECAPTURED TIME	35 mins
PRODUCTIVITY INCREASE	11.5 %
ANNUAL VALUE =	$ 2.9M

THE BENEFITS

Deployment in as little as **2 months**

Value realized **immediately**

15-18% improvement in employee performance

$ 2.9M in annual savings for every 500 employees

Measures and drives performance in a single solution

Easy to **implement and operate**

The combination of Application Analytics with CXone Performance Management enables organizations to do more than just measure performance—they can drive and improve it as well. The solution boosts employee performance by 15%-18%, with initial value realization immediately after deployment is completed.

CXone Performance Management for Back Office focuses on getting employees to be more productive, proficient and engaged in their day-to-day tasks. And this ultimately serves the organization's highest-level goals of operational efficiency and providing customers with optimal service and exceptional experiences.

CXONE PERFORMANCE MANAGEMENT FOR BACK OFFICE

PLAN
Setting productivity goals

CAPTURE
Capture employee desktop and application activity

ANALYSE
Analyze employee KPIs

IMPROVE
Drive performance with coaching and interactive games, and measure their effects