

NICE Performance Management (Merced)



Driving Business Execution with Service Performance Management

NICE offers Service Performance Management solutions designed from the ground up to meet the unique needs of front line service and sales operations. By delivering personalized performance data to every employee in an organization while automating critical managerial activities, NICE Performance Management increases accountability and establishes a culture of continuous improvement essential to reach business goals.

Analyze

NICE Performance Management combines performance analytics, planning, and reporting to enable service organizations to analyze their business. Its robust capabilities include performance analysis from cross-channel sources, dashboards for front line employees up to senior executives, and compensation administration to align performance.

Execute

To enable service organizations to execute, NICE Performance Management brings together employee development, incentives management, out-of-the box processes to improve your customer's experience, and a flexible forms-and-workflow platform to automate ad hoc processes. These key features are among the solutions' key capabilities that provide the appropriate tools needed to drive business results by aligning behaviors in a timely manner.

Why Service Performance Management?

Service organizations today face an environment where information and opinions are more accessible, technology is rapidly changing, and product and service options are increasing. As a result, customer satisfaction and loyalty are more important than ever. Despite these pressures, service organizations still need to deliver results. New products and services must be launched. Operational cost savings must be expanded. Prospects and customers must have exceptional service experiences.

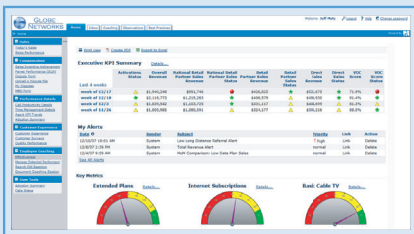
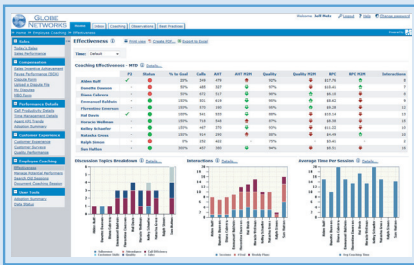
For service organizations to deliver these results, they must focus on business execution. To ensure successful execution, a service organization must continuously analyze how teams are performing against goals and execute purposeful coaching to adjust and realign when necessary. Service Performance Management initiatives are the tools and the practices that are needed to do just this.

Challenges in Executing Service Improvement Initiatives

Although it may seem challenging, determining core behaviors and targeting business results is straightforward. It is the execution of these strategies that is difficult for a service organization. Data is everywhere, and there is a lot of it. Data integration can be costly, time-consuming and prone to errors. As a result, business owners lack visibility into individual behaviors and aren't empowered to take the needed action to drive better results.

Typical Performance Improvements with NICE Performance Management:

- **6%** increased asset acquisition
- **12%** higher customer satisfaction
- **8%** increased cross sales
- **22%** reduction in advisor on-boarding time



Key Solution Components

With the NICE Performance Management solution, operations professionals can easily manage incentive and compensation plan creation, administration, and payments, as well as resolve disputes and inquiries. Front line agents can track their performance, view compensation statements, drill into specific service cases, and take steps needed to improve their own results. Service executives can gain visibility into the overall performance of their organizations, and determine what actions need to be taken to ensure their organization is aligned with the goals of the company. Service managers can monitor team performance, identify service reps that may require coaching, and assign performance improvement tasks.

- **Robust Data Management** – Empowers business users to aggregate sales performance data from disparate systems without the help of IT. Accelerates time to implementation.
- **Extensive Analytics and Reporting** – Intuitive, advanced functionality with pre-built, domain-specific content and an extensible and customizable data model. Helps service representatives to quickly and easily identify opportunities.
- **Automated Alerts** – Notifications to supervisors and managers of emerging problems to accelerate issue resolution and drive improvement.
- **Incentive Management** – Provides a way to manage dynamic variable pays for employees. Offers advanced features that increase incentive calculation accuracy, reduce costs for managing incentives and run a pay-for-performance system that rewards employees for achieving targets that align with business strategy.
- **Employee Coaching and Development** – Managers are able to optimize the existing service team through performance-based segmentation and coaching, while representatives have the ability to view personalized task assignments and track progress.
- **Best Practice Library** – Repository where an administrator can load tools and resources such as training and research to help improve behaviors and results for individual representatives.
- **Intraday Reporting** – Supports interval-based reporting and is geared towards Command Center analysts, operations managers, and contact center management. Delivers a holistic, business-centric view of intraday activities that help identify and understand the root cause of issues as they occur, and provides tools to proactively address the problem.
- **Contact Center Analytics** – Advanced analytic application to quickly identify caller reasoning and then adjust coaching programs to target behavior that will significantly improve first call resolution.

Architecture & Administration

NICE Performance Management is a 100% web-based, n-tier solution, proven to support tens of thousands of users. With simple web-based administration tools, the solution is quick to deploy and easy to maintain. The solution's open standards-based architecture meets the demands of even the largest enterprises and supports all major databases and platforms – ensuring the lowest total cost of ownership. NICE Performance Management has a single code base and can be delivered on-demand or deployed on-premise at the customer's discretion major databases and platforms – ensuring the lowest total cost of ownership.

CONTACTS

Global International HQ, Israel,
T +972 9 775 3777, F +972 9 743 4282

EMEA, Europe & Middle East,
T +44 (0)1344 354 988, F +44 (0)1344 855 970

APAC, Asia Pacific,
T +65 6222 5123, F +65 6222 5459

Americas, North America,
T +1 650 486 4000, F +1 650 486 4001

NICE Disclaimer: We own the following trademarks in different countries: ACTIMIZE, Actimize logo, Alpha, Customer Feedback, eGlue Interact, FAST, FAST alpha Silver, Fortent, Fortent Logo, IEX, Insight from Interactions, Intent, Insight, Impact., Interaction Capture Unit, Know More, Risk Less, Last Message Replay, Mass Detection, Center, Mirra, My Universe, NICE, NICE Analyzer, NICE Inform, NICE Logo, NICE Perform, NICE Situater, NICE SmartCenter, NICE Storage Center, NICE Systems, NiceCall, NiceCall Focus, NiceLog, NiceTrack, NiceTrack IP Probe, NiceTrack Location Tracking, NiceTrack Mass Detection Center, NiceTrack Monitoring Center, NiceTrack Pattern Analyzer, NiceTrack Traffic Analysis, NiceVision, NiceVision Alto, NiceVision Analytics, NiceVision ControlCenter, NiceVision Digital, NiceVision Net, NiceVision NVSAT, NiceVision Pro, Open Situation Management, Playback Organizer, Scenario Replay, Searchspace, Syfact, Syfact Investigator, TotalView are trademarks and/or registered trademarks of NICE Systems Ltd. All other trademarks are the property of their respective owners. DATE 01/2012 • P/N da20262 • CONTENTS OF THIS DOCUMENT ARE COPYRIGHT © 2012.