

Performance Manager provides a clear view of your goals and results to align and achieve corporate goals

#### Benefits:

- Save time and money with automated reporting
- Give your executive team the information they need for more intelligent business decisions
- Improve customer service levels and achieve corporate goals by aligning key performance indicators (KPIs)
- Managers can view individual and team performance, which means less time assembling data and more time coaching
- Empower your employees with the information they need to improve and manage their own performance

## IEX Performance Management Performance Manager

In today's highly competitive business world of tight budgets and high expectations, managers are being asked to reach for higher goals at a faster pace with the same or fewer resources. To achieve maximum performance, every individual has to be working at their optimal level and must be focused on the correct objectives.

To help meet these pressures and demands, IEX Corporation, a NICE Systems company, offers performance management solutions specifically tailored to meet the unique needs of the contact center and back office. With Performance Manager from IEX, you can empower your executives, managers and supervisors to run their daily operations more efficiently by providing timely performance views.

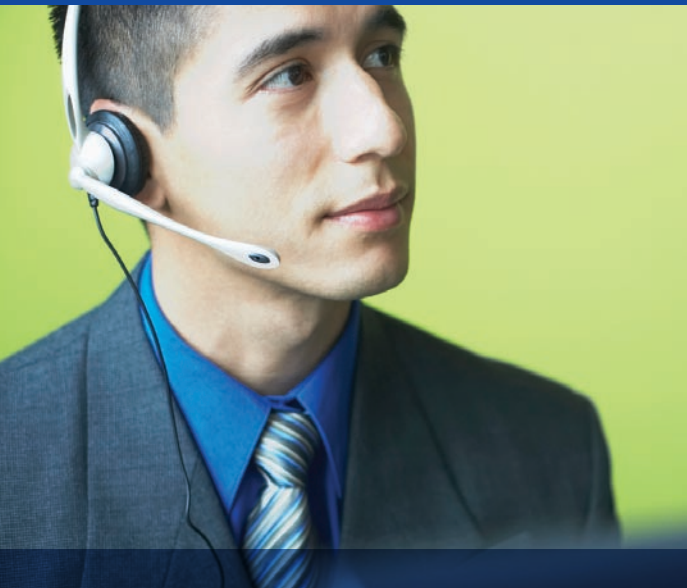
With employee scorecards, individuals remain focused on the objectives that will enable the business to achieve its goals and can work to better self-manage their performance. Managers and analysts are able to break free from spending hours each week consolidating spreadsheets and reports from different systems and can spend that time on more valuable activities such as coaching. And Performance Manager dashboards provide your executives with a comprehensive view of the enterprise and the ability to drill down and view performance data, all the way to the agent level.

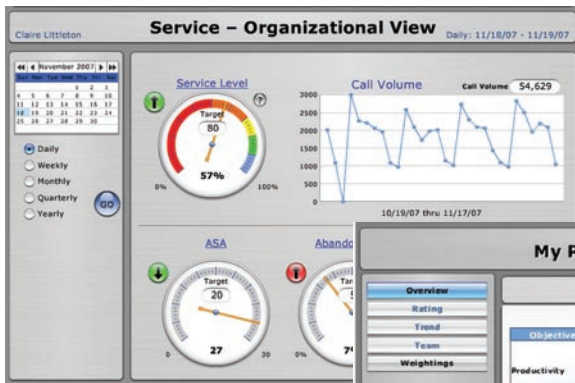
You'll also be able to streamline the employee appraisal and review process, and access a variety of sales and performance data from multiple sources in a single application. And because the Performance Manager platform is designed with an industry-standard ETL (extract, transform, load) tool, integrating multiple data sources into one is easy.

Whether your operation is a single center or encompasses multiple centers, Performance Manager offers a powerful alternative to traditional business intelligence or homegrown reporting tools. You'll have more than just a performance management solution. You'll have true empowerment for your agents, managers and executives with a clear view of your goals and results.

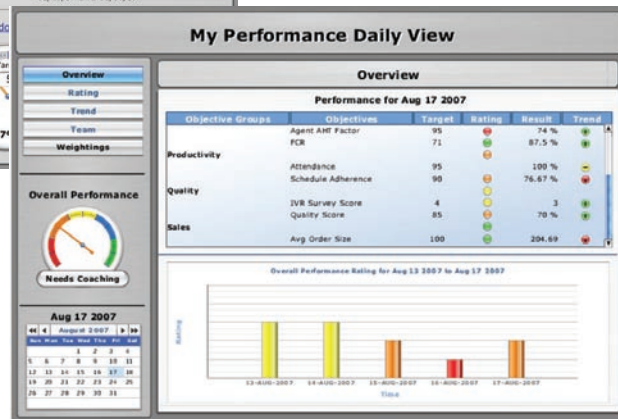
#### Empowering Employees to Self-Manage

Individual employees want to perform well, but without the proper tools and information they need, it's virtually impossible to consistently achieve the best results. In many organizations, employees have insufficient visibility into the goals that they will be measured against, or are rarely informed of their progress towards those goals, so they can't gauge where to best focus their efforts.





**Dashboards**



**Scorecards**

Dashboards give your executives the visibility they need for better business decisions with the ability to drill down into the operation — all the way to the agent level.

Scorecards empower your employees to better self-manage. At a glance, they'll know how they compare against their individual, team and departmental objectives.

Performance Manager gives employees the information they need, when they need it. Agent scorecards provide a detailed view of their individual performance metrics contrasted to defined goals, team averages and their own results. Employees are self-motivated to maintain their performance level, and strive to reach a higher level of achievement. The agent scorecards also help remove the uneasiness many employees feel about performance ratings by supplying hard facts and numbers that will be the basis for their review. The result is a fair and motivating culture where the focus is not stuck on past performance, but looking ahead to future improvement.

### Supervisors Spend More Time Managing and Coaching

The best managers know how to effectively manage and coach their teams to help each individual reach their full potential. Unfortunately, managers are oftentimes forced to spend hours each week gathering data to analyze how employees are performing, which leaves little time to actually coach and mentor to help employees improve.

In addition to report automation, Performance Manager delivers performance dashboards and scorecards, enabling managers to immediately note specific deficiencies and take action to improve an individual's performance. Individuals have the opportunity to proactively impact behavior to achieve their targets instead of waiting until the end of the period to learn if their targets have been met. Managers can view team summaries and drill down to individual employee performance data to immediately take action and help individuals improve.

### Executive Visibility for More Effective Decisions

In order to make timely, intelligent decisions, executives can't simply rely on their past experience and good judgment. Detailed information is a critical need, and it's even more critical that the information be timely and relevant.

With Performance Manager, you can give your executive team the visibility they need with an enterprise dashboard, providing an instant, executive view of your center's performance with the ability to create custom dashboards. Your executive team can drill down into multiple elements of the business, all the way to the agent level. And with custom dashboards and reports, your executive team can further evaluate if unsatisfactory trends are system-wide, regional or isolated to a specific manager. Your executive team will be able to make faster, more accurate decisions, resulting in higher performance for your entire operation.

### Streamlined Evaluation and Appraisals

The real value of an employee's performance is the sum of their individual performance along with their ability to impact other employees and the company to achieve success. Measuring this value requires a clear view of the employee's ability to perform their day-to-day tasks, how they relate to and support their peers and managers, and their ability to step up and successfully take on crucial situations. Evaluation Manager, an advanced feature of Performance Manager, combines hard performance numbers and soft skills assessments to deliver a comprehensive snapshot of individual performance for comprehensive employee evaluations. You'll be able to automate appraisal reviews,

remove potential subjectivity from performance reviews and ensure timely completion of reviews. Plus, you can create consistent measures using pre-defined integrated questions and rating suggestions.

### Breaking Down Information Silos

Organizations utilize a variety of systems to help employees perform their jobs more efficiently. Performance Manager integrates data from all of these systems to create the business-focused information that you need to drive success. Based upon configuration of your business rules and requirements, Performance Manager creates a single performance data warehouse. Using data connectors to extract performance data from other systems on a scheduled basis, consolidated data is stored to enable immediate and direct access via online dashboards to display current and historical views of information.

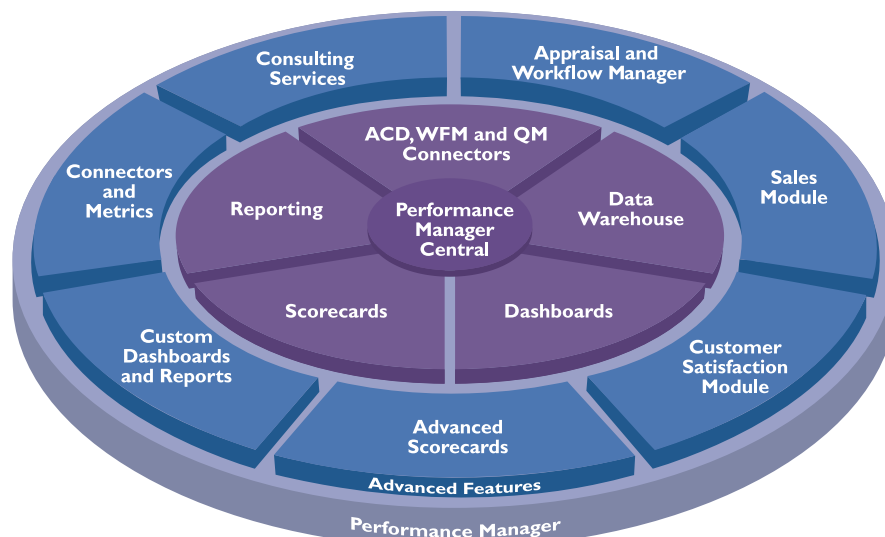
This automated process eliminates the need for manual manipulation and spending hours chasing information and consolidating spreadsheets. As a result, managers and supervisors have more time to focus on areas and individuals that need help to improve overall performance.

### IEX Performance Manager Central

With employee scorecards based on industry best practices, dashboards for executive visibility and drilldown capabilities, pre-built connectors and hundreds of metrics and KPIs, the Performance Manager system is built for rapid deployment and rapid return on investment.

- **ACD, Workforce Management and Quality Management Connectors** — With standard connectors to various ACD, WFM and QM systems, Performance Manager is up and running quickly with minimal customization.
- **Data Warehouse** — Extract, transform and load data from multiple systems to meet your contact center's special reporting requirements. Additionally, the system stores raw data instead of deleting it, providing drill-down capabilities and "what-if" analyses.
- **Dashboards** — An enterprise dashboard provides an instant, executive view of your center's performance, right out of the box, with the ability to create your own custom dashboards.
- **Scorecards** — Employees can view their performance through customizable, standards-based scorecards. Balanced scorecards are created by weighting objectives, such as absenteeism, attrition, adherence, average handle time and quality. Scorecards can also include custom metrics and sales objectives for sales employees and their management.
- **Reporting** — Automated reporting means less time assembling data and more time coaching with such valuable information as late and queue reports. In addition to the reports included, users can create their own in Crystal Reports with the reports designer.

Performance Manager Central provides pre-built connectors, dashboards, scorecards and hundreds of metrics and KPIs for easy implementation and integration. The Advanced Features extend the capabilities of Performance Manager and allow you to customize the solution as the needs of your business evolve.



## Performance Manager Advanced Features

In addition to the capabilities of Performance Manager Central, a number of optional features and services are available to create a customized performance management system to conform to the specific needs of your individual contact center.

- **Appraisal and Workflow Manager** — Supervisors conduct more effective employee reviews and ongoing coaching with online forms, workflow, tasks and alerts, and can better manage training and recognition for employees. The appraisal feature combines calculated performance and manual objectives to create overall ratings.
- **Sales Module** — Manage the performance of your sales team with a connector to your sales system for collecting data, and see the results with a dashboard and report. Create new data items in the Performance Data Mart and new metrics, such as percentages of conversions, up-sell and cross-sell, as well as orders per hour and total orders.
- **Customer Satisfaction Module** — Improve your customer satisfaction with a connector to your customer satisfaction data. Create new data items and metrics, such as percentages of customer satisfaction and customer dissatisfaction. Your data is added to the enterprise dashboard, and includes a custom customer satisfaction report.
- **Advanced Scorecards** — Get more from your employee scorecards by creating a custom hierarchy for multiple levels with more ratings and rating colors. The advanced scorecards come with additional pre-built reports, including comments and overrides, and allows for manual data entry, sorting by column and multiple experience levels in ratings.
- **Custom Dashboards and Reports** — Get the information you want, in the format you want, through custom-created dashboards and reports. Executives and managers can monitor the metrics most important to the operation in a single, unique view with the ability to drill down to determine if unsatisfactory trends are system-wide, regional or isolated to a specific manager.
- **Connectors and Metrics** — Standard and custom connectors enable the contact center to extract and store performance data from other systems on either a scheduled or on-demand basis. Custom metrics, such as call-to-order ratio or total commissions earned, mean that your center tracks and evaluates the metrics most important to your operation.



- **Consulting Services** — Get your performance management initiatives off to a running start with Performance Manager report training, data warehouse structure training, NICE SmartCenter value assessment or other custom performance management consulting services.

### Built for Speed

You'll be up and running quickly with template dashboards, scorecards, hundreds of pre-built metrics and a data warehouse engine that leverages years of experience with quick-to-deploy data connections to many contact center systems. Plus, you'll realize a fast ROI on your investment.

### Data Warehouse Storage and Reporting

Leveraging best practices in data warehouse methodology and our understanding of the contact center and back office businesses, Performance Manager provides truly accurate performance data for drill-down capabilities, "what-if" analysis and trend reporting.

### Flexibility as Your Needs Evolve

With an industry-standard, open architecture, Performance Manager is designed for flexibility, expansion and ease of administration. Whether you have 200 or 10,000 agents, the Performance Manager system is highly scalable to grow right along with your company.

### Unsurpassed Empowerment

By using open standards and best-in-class technologies, the Performance Manager platform works with existing or easily attainable skills of your employees.

### NICE SmartCenter Integration

NICE SmartCenter applications, such as IEX TotalView and NICE Perform, have a single point of integration for users, plus you'll see additional value from even more pre-defined dashboards, reports and metrics.

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