

Appraisal and Workflow Manager provides a true assessment of your staff's success and keeps you on track with automated reviews, coaching and more

Benefits:

- Integrate hard performance numbers with soft skills assessments for comprehensive employee evaluations
- Automate appraisal reviews
- Remove potential subjectivity from performance reviews
- Ensure timely completion of reviews with automatic reminders and timers
- Create consistent measures using pre-defined integrated questions and rating suggestions

IEX Performance Management Appraisal and Workflow Manager

The true measure of an employee's performance is not just their individual performance, but also 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.

IEX Corporation, a NICE Systems company, offers you a performance management solution to accurately quantify these elements. Appraisal and Workflow Manager from IEX, an advanced feature of the Performance Manager system, combines hard performance numbers and soft skills assessments to deliver a comprehensive snapshot of individual performance.

Find Facts in the Numbers

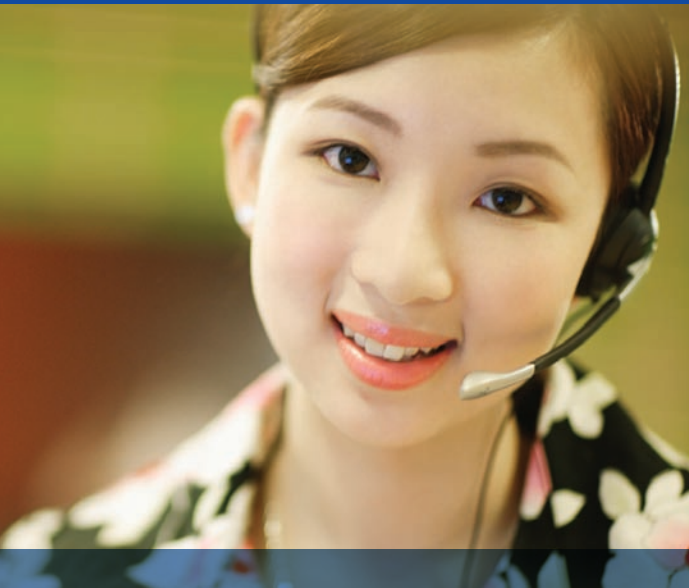
In environments where employee goals are quantifiable, such as contact centers, financial processing departments or warehouse fulfillment centers, individual performance data is being measured by a multitude of software and hardware systems on a daily basis. The volume of information collected can quickly become overwhelming, and the ability to relate data from one system to data stored in another often requires some manual data consolidation and manipulation that is slow, error-prone and costly.

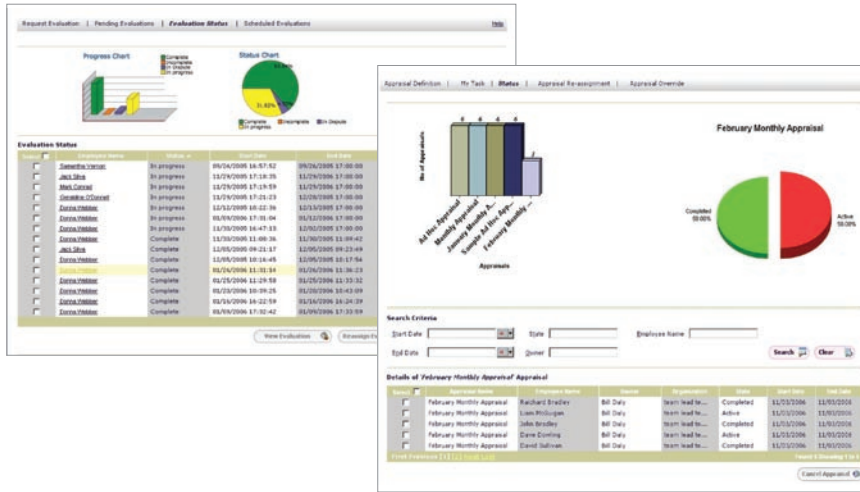
Appraisal and Workflow Manager leverages the Performance Manager platform with its performance data warehouse to provide a clear, concise view of individual and team performance that can easily be compared against corporate goals, team results, averages and the individual's historical performance.

Automate Annual Reviews

Completing annual performance reviews for many organizations is a major undertaking. Managers, human resources staff and employees spend countless hours filling out forms, waiting for people to review comments, and tabulating results. Often times the evaluation process consists of emailing documents throughout the organization, often leading to loss of control over the consistency of measures, timeliness of completion or visibility into where employees and managers are in the process.

Appraisal and Workflow Manager provides managers with an up-to-the-minute view of each employee's review status, automating and providing complete visibility into the process.





Appraisal and Workflow Manager combines hard performance metrics and soft skills assessments for a comprehensive evaluation. With an automated appraisal process, managers and supervisors can see an up-to-the-minute view of each employee's current status.

Appraisal and Workflow Manager provides:

- Online evaluation forms that capture both hard metrics and soft skills assessments
- Automated form routing with timers and reminders to keep the process running smoothly and in a timely manner
- The ability to customize and configure your own questions, routings and processes to meet your organizational needs

Automate Ongoing Reviews, Coaching and More

The best managers know that effective coaching isn't simply an annual review with goal-setting. Instead, it is an ongoing process with coaching, training and mentoring throughout the year. With Appraisal and Workflow Manager, the scheduling of these processes is automated to help managers and supervisors provide regular feedback and coaching.

Appraisal and Workflow Manager provides key process automation engines, including:

- **Workflow Engine** — Provides workflows for user configurable online forms that are based on serial, parallel or combination workflows
- **Scheduling Engine** — Allows managers and supervisors to schedule key milestones and online form delivery
- **Notification Engine** — Managers can assign tasks, with automated notifications and overdue activity reminders

In addition to automating reviews and coaching, these tools can be used to automate several other processes, including customer surveys, back office data entry error scoring and coaching skills evaluations for agent supervisors.

Drive Corporate Goals

Appraisal and Workflow Manager enables managers to monitor how individuals are progressing toward activities and goals that advance corporate initiatives, and take action with scheduled coaching and tasks for improvement. Employees can then balance their tasks and training with their scorecards, enabling them to focus on activities and proactively impact behavior to attain these goals. As a result, maximum benefit is realized through the accomplishment of company goals leading to increased personal satisfaction levels.

Save Time ... and Money

Appraisal and Workflow Manager reduces bottom line costs by automatically gathering day-to-day performance data to automate your review processes, enabling objective evaluations based on hard metrics and soft skills assessments. This saves a tremendous amount of time for supervisors and provides an accurate look at performance.

Empowerment for Your Employees

Appraisal and Workflow Manager increases top-line performance by keeping employees focused on goals and supplying unbiased feedback to motivate and appropriately reward individuals, teams and managers according to specific goal achievements.

NICE SmartCenter Integration

The Performance Manager system integrates seamlessly with other NICE SmartCenter applications, such as IEX TotalView Workforce Management and NICE Perform.

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