Datasheet

# CXone Mpower Dashboards

## See what's happening–in real time, all the time

Your KPIs change by the second (literally). Dashboards in CXone Mpower make it easy to know what's going on at any time, from anywhere. Real-time insights? You got it. Historical performance? It's got that too. Oh, you want to customize your metrics and views? We're so glad you asked—yes.

Get a complete view of contact center performance across all channels in one place.

Dashboards combine the power of complete data visualization, customization, and unparalleled user-friendliness. With a process as simple as dragging and dropping widgets, you can choose from a wide spectrum of metrics and attributes to display.

The days of relying on external BI tools are over—creating uniquely tailored and flexible dashboards has never been this straightforward.

## Conquer complexity

In today's environment, with contact centers frequently dependent on a patchwork of diverse technologies to handle CX, business leaders face the challenge of untangling a jumble of data to derive actionable business insights. And both supervisors and employees need a clear understanding of what they're doing right and how they can improve.

Dashboards conquer this ever-growing complexity with seamless, customizable data visualization that requires no special expertise and no additional BI tools. Comprehensive data from multiple domains is collected, organized, analyzed, and made easily accessible to everyone across the contact center, how and when they need it.

Dashboards combine transparency and pivotal business insights for enhancing and improving every customer experience.

## Get the whole picture

Awareness is the key to providing the best customer experience and ensuring CX issues don't escalate out of control. With dashboards that provide a holistic view of your contact center, you can help the right people take the right action—before it's too late.

- Track key metrics across voice and digital channels for an omnichannel view of your operations.
- Collect cross-domain data from Omnichannel Routing, Quality Management, and Interaction Analytics.
- Get real-time information and analysis for rapid response to CX needs or issues.
- Analyze historical data for early insight into performance trends.
- Address complex business challenges through interactive drill-downs and root-cause analysis.

## Make the data work for you

Business intelligence does not have to mean a massive investment of time and resources devoted to using and maintaining the needed technology. CXone Dashboard provides unparalleled flexibility and full customization, so you can visualize the data exactly how you want it.

- Create custom data visualizations for any contactcenter persona, including: supervisors, agents, executives and quality managers.
- Choose from a wide variety of metrics and attributes to drag-and-drop into a variety of widgets.
- Use any of the of 20+ out-of-the-box visualization widgets designed for the contact center.
- Customize widgets to show any metric in the system and its value for selected teams, agents, skills or campaigns.
- Include cross-domain metrics, drawn from various applications and channels, in a single widget.
- Filter the data within the widgets to meet your exact needs.

### Benefits

- Create a data-driven culture of excellence
- Cut out the cost of BI tools and maintenance
- Democratize data, with access across the contact center
- Easily pinpoint anomalies, trends and insights for quick action
- Make data-driven strategic and operational decisions

### Features

- A single source of truth across your organization
- A complete operational picture, with metrics for all interaction channels
- Enhanced visualization of real-time and historical data
- Integration of data from multiple sources and systems
- Easily export, share and project dashboards
- Control data visibility using roles and permissions

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## Advanced data visualization

## Empower everyone

CX leaders are responsible for moving the needle on operational, behavioral and contact center performance. But they can't do it alone. Done right, it is a collaborative process with Dashboards bringing agents and supervisors together with maximum transparency and consistent communication.

- Easily share and export dashboards to track and improve KPIs.
- Provide a unified view across teams, individual employees, and projects.
- Make the right data easily accessible, simple to understand and available on demand.
- Get everyone on board for your CX goals, with clear information suited to each person's role.

## Bring your data to life

Dashboards deliver transformational data visualizations that provide clear, digestible and action-centered insights for your business. Leave the complexities of reporting to us, so you can focus on driving a culture of CX excellence.

- Switch between **tabular and chart views** in the dashboard widgets.
- **Maximize** widget and dashboard views for easier analysis.
- Configure color-coded **standards and thresholds** to identify issues quickly and intuitively.
- See all the collected data with timestamps corrected for any preferred **time zone.**

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### About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE's platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

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