



UPTIVITY
Agile WFO for SMB

COMPLETE. FLEXIBLE.
MODULAR. AGILE WFO FOR
THE SMB CONTACT CENTER

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real-time from multiple sources, including phone calls, mobile apps, email, chat, social media, and video. NICE Uptivity solutions give small to medium sized contact centers the tools to continuously improve every aspect of each step of every agent's life cycle and enhance customer satisfaction. You get exactly what you need thanks to a modern, integrated, and easy-to-use suite of products that offers a unified system for performance management, workforce management, speech analytics, call recording and more. Unparalleled customer service and support from our in-house staff result in a better value, and a lower total cost of ownership. NICE solutions are used by over 25,000 organizations in more than 150 countries, including 80 of the Fortune 100 companies.

Copyright © 2017 NICE Systems. All rights reserved.
www.nice.com/websites/NICEUptivity/

NICE Uptivity Performance Management



A fully integrated
Performance
Management
solution for
small to medium
sized contact
centers

Your ability to deliver a superior customer experience is a crucial differentiator whether you have 20 or 500 agents. So why wait days for the reports you need to optimize service delivery and business outcomes when you can analyze and act on your data now? Spreadsheets and siloed system reports are untimely, labor intensive, error prone and difficult to access and act on.

NICE Uptivity Performance Management tools break down barriers to consolidating, analyzing and acting on your operational performance, quality and voice of the customer metrics. All you need to make confident decisions is at your fingertips:

- PC & Mobile dashboards provide a view into performance across your entire customer contact operation.
- Balanced scorecards, actionable click-through widgets, agent tickers and display wallboards empower managers with clear insights to identify and solve issues and opportunities faster.
- Flexible, easy-to-use dashboard wizard lets you create views in minutes.
- Detailed reporting provides insight to the data – so you can make decisions based on the metrics that matter most.
- Library of standard reports included, along with the ability to create and share custom data views.

Empower and Align Everyone with the Right Metrics at the Right Time



Consolidated Data

Easily collect, aggregate and weight performance data from any number of disparate systems.



Dashboard Workspaces

Drill through charts and perform your daily reporting right from your dashboard.



Performance Metrics

Use our 500+ out-of-box metrics in dashboards, scorecards and reports, or add custom KPIs.



Reports & Analytics

Get fast access to ad-hoc analytics and interactive interval, agent, group and site-level reports.



Messaging & Alerts

Send and track broadcast messages.



Tickers

Measure and share real time agent performance using agent desktop tickers customized to the needs of your organization.