2016 Real-Time Contact Center Performance Management Market Report

Description:

True performance management solutions access a wide range of data from disparate internal and external systems to generate the key performance indicators (KPIs) that managers need to have a complete view of what is happening in their department.

Real-time contact center performance management solutions harness this large volume of data and produce actionable snapshots of organizational and individual performance, identifying the right course of action as events are unfolding. This allows managers to address any inefficiencies that may occur due to unexpected changes in resources, volumes, talk times, system performance, inquiry types, training needs, etc., throughout the day.

Our 8th industry report on contact center performance management is the first to concentrate exclusively on the real-time features of these valuable solutions. This Report covers how real-time contact center performance management works, its uses and benefits, and how it can profoundly impact the ways that organizations measure, motivate and reward employee performance in contact centers and back-office departments. The Report is intended to help enterprise, contact center and IT professionals understand all aspects of real-time contact center performance management.

The 2016 Real-Time Contact Center Performance Management Market Report is a timely and detailed guide to this emerging IT sector. The Report examines the vendors, products, technology, trends, challenges, benefits, return on investment (ROI), competitive landscape, market projections, pricing and implementation best practices. Two real-time contact center vendors are covered in detail: Clearview and TouchPoint One. AgentBalance, a new competitor based in Prague, Czech Republic, is covered at a high level.

Key features of the Report include:

- Definition of real-time performance management, including a review of the key modules and their benefits
- Service delivery models and deployment options for real-time performance management solutions
- Review of the market, business, operational and technical trends and challenges that are driving investments and vendor innovation
- Analysis of real-time performance management market innovation, including new functionality that has recently been introduced, and what is planned to be delivered in the next 12 - 18 months
- Examination of the servicing revolution: what customers want, and strategies to satisfy their expectations
- Explanation of how real-time performance management supports the top 10 contact center servicing trends and initiatives for 2016
- An insightful look at how real-time performance management can transform the performance appraisal process and better serve the needs of the Millennial workforce
- Review of how real-time contact center performance management dashboards and balanced scorecards deliver actionable data that can increase staff accountability, drive performance improvement, and recognize outstanding achievement
- Assessment of the gamification capabilities in real-time contact center performance management solutions, and how they can be used to drive self-directed performance improvements and employee engagement
- Discussion of the leading KPIs needed to support sales performance management
- 5-year projections for contact center performance management.
- Review and assessment of the competitive landscape for real-time contact center performance management solutions
- Detailed analyses of the functional and technical capabilities of the featured performance management vendors
- Analysis of the ROI and quantifiable benefits of the real-time contact center performance management solutions
- Implementation analysis, including vendor methodology, training and workshops, best practices, and maintenance and support
- Detailed pricing comparison and analysis for on-premise, cloud-based and managed service real-time contact center performance management solutions
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