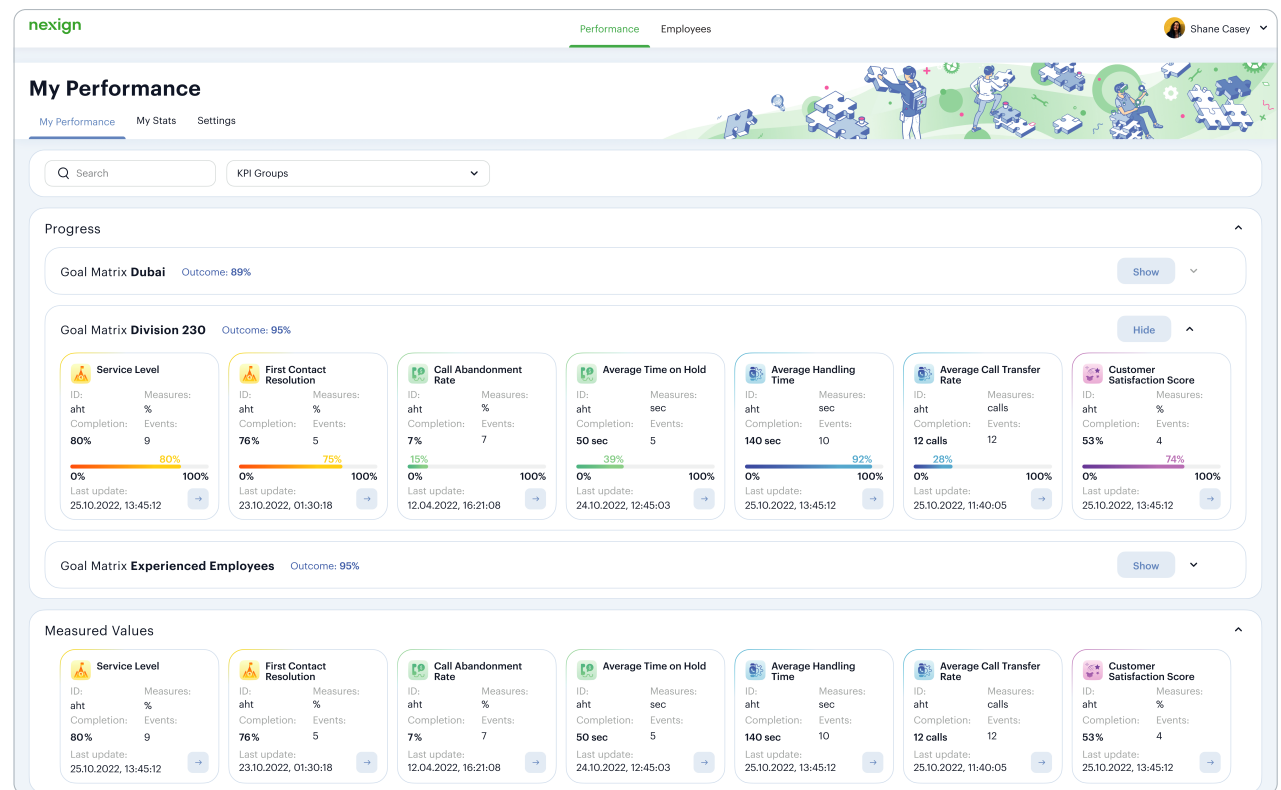# Nexign KPI Management

Nexign KPI Management ensures automated KPI data gathering and provides an interactive dashboard to view employee performance goals. Stakeholders can manage the KPI process, from identifying to assessing a relevant set of KPIs, such as Average Handle Time (AHT) or First Call Resolution (FCR), while employees can monitor their performance and improve the quality of service.

Automated data aggregation from heterogenous sources and final KPI calculation

Flexible setting and changing of KPIs for groups of employees

Dynamic decisions upon comparison of plans with actual progress

nexign   Performance   Employees   🧑 Shane Casey ⌄

My Performance

My Performance   My Stats   Settings

🔍 Search   KPI Groups ⌄

Progress ⌃

Goal Matrix **Dubai**   Outcome: **89%**   Show ⌄

Goal Matrix **Division 230**   Outcome: **95%**   Hide ⌃

⚠️ Service Level	⚠️ First Contact Resolution	📞 Call Abandonment Rate	📞 Average Time on Hold	🕐 Average Handling Time	🕐 Average Call Transfer Rate	📊 Customer Satisfaction Score
ID: aht	ID: aht	ID: aht	ID: aht	ID: aht	ID: aht	ID: aht
Measures: %	Measures: %	Measures: %	Measures: sec	Measures: sec	Measures: calls	Measures: %
Completion: 80%	Completion: 76%	Completion: 7%	Completion: 50 sec	Completion: 140 sec	Completion: 12 calls	Completion: 53%
Events: 9	Events: 5	Events: 7	Events: 5	Events: 10	Events: 12	Events: 4
80%	75%	15%	39%	92%	28%	74%
0% 100%	0% 100%	0% 100%	0% 100%	0% 100%	0% 100%	0% 100%
Last update: 25.10.2022, 13:45:12 →	Last update: 23.10.2022, 01:30:18 →	Last update: 12.04.2022, 16:21:08 →	Last update: 24.10.2022, 12:45:03 →	Last update: 25.10.2022, 13:45:12 →	Last update: 25.10.2022, 11:40:05 →	Last update: 25.10.2022, 13:45:12 →

Goal Matrix **Experienced Employees**   Outcome: **95%**   Show ⌄

Measured Values ⌃

⚠️ Service Level	⚠️ First Contact Resolution	📞 Call Abandonment Rate	📞 Average Time on Hold	🕐 Average Handling Time	🕐 Average Call Transfer Rate	📊 Customer Satisfaction Score
ID: aht	ID: aht	ID: aht	ID: aht	ID: aht	ID: aht	ID: aht
Measures: %	Measures: %	Measures: %	Measures: sec	Measures: sec	Measures: calls	Measures: %
Completion: 80%	Completion: 76%	Completion: 7%	Completion: 50 sec	Completion: 140 sec	Completion: 12 calls	Completion: 53%
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Achieving Operational Excellence Through Transparent Assessment of Employee Performance

Automated KPI Calculation	Assessment Scorecards and Templates	Final KPI Calculation and Progress Visualization	Data for the Pay-for-Performance Plan

- Blended data aggregation
- Use of additional indicators, such as knowledge assessment and survey results

- Creation of unique sets of KPIs with complex relationships
- Flexible matching of employees with goals through tags

- Interactive dashboard to monitor employee performance
- Dynamic updates on progress in real time or for a given period

- Bonus calculation based on progress: salary percentage bonus or monetary value
- Data export to external systems

Nexign KPI Management Benefits

Organization

- Drive employee motivation and decrease employee churn through transparent KPI monitoring
- Boost additional growth of revenue and foster customer loyalty thanks to committed specialists

Stakeholders

- Reduce time on data aggregation and analysis through process automation
- Take timely, data-driven decisions on how to improve results and set monthly goals

Employees

- Control performance through online-monitoring of personal KPIs
- Profit from increased monthly bonuses as a result of boosted performance and higher customer satisfaction rates

IT

- Leverage new data sources and develop the integration with internal systems on your own by using open-source components