

# Webex WFO Performance Management

Turn workforce insights into better agent performance

# Turning contact center data into continuous performance improvement

## The challenge

Contact centers often struggle to translate performance data into measurable improvement. While data exists, it is rarely unified, actionable, or consistently tied to coaching and outcomes. As a result:

- Performance data lives across multiple systems
- Coaching is inconsistent and difficult to track
- Agents lack visibility into goals and progress
- Leaders cannot easily determine which coaching efforts actually drive results

Without a framework, supervisors are forced into reactive scorecards instead of proactive performance development.

## The solution

**Webex Workforce Optimization (WFO) Performance Management** gives contact centers a structured, data-driven way to manage, coach, and improve agent performance.

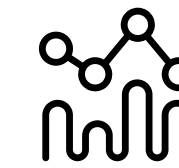
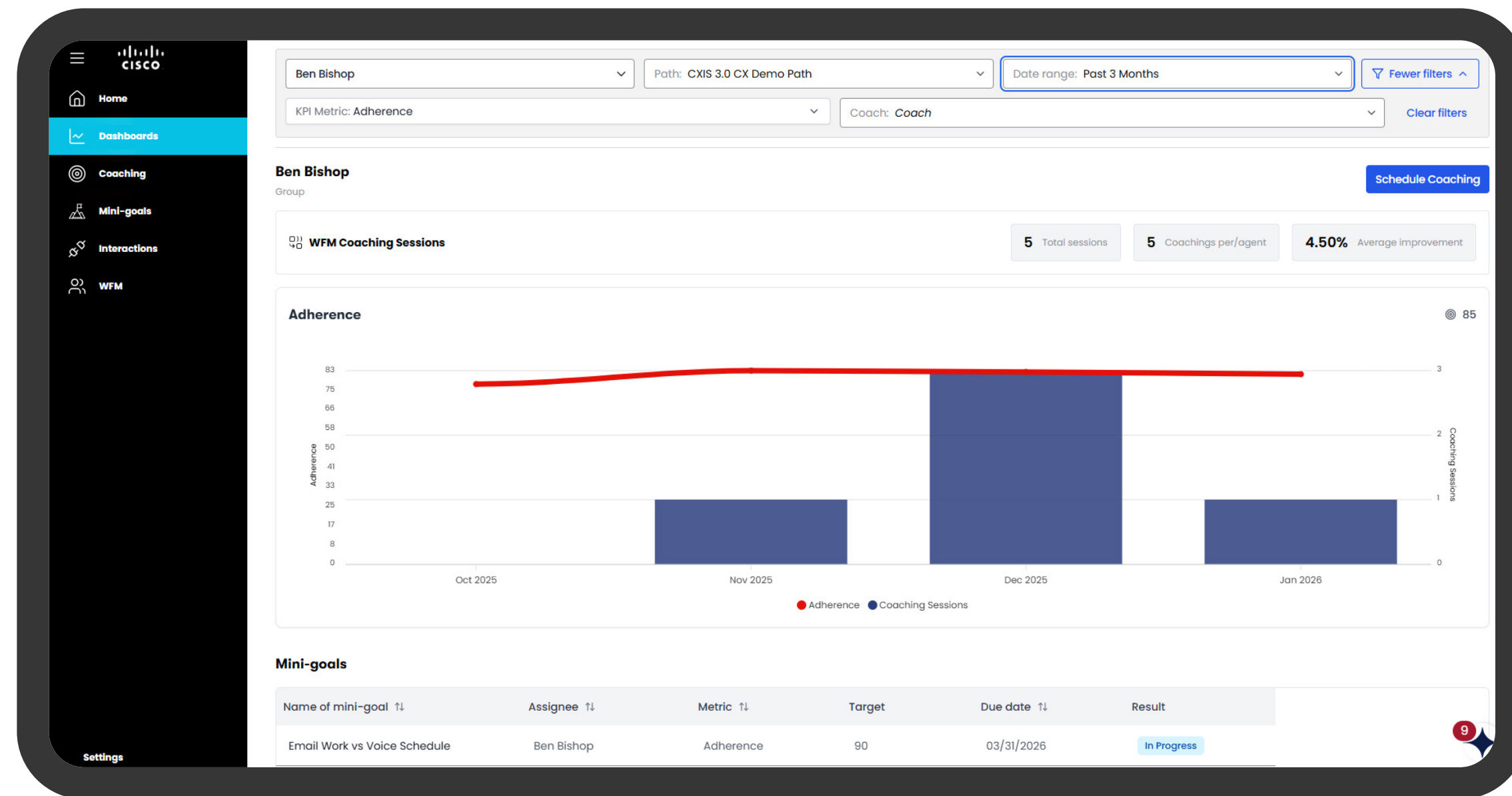
Built directly into the Webex WFO platform, Performance Management connects performance data, coaching activity, and business outcomes in a single system. This enables supervisors to move beyond reactive reporting and toward continuous performance improvement.

With Webex WFO Performance Management:

- Performance metrics are unified and aligned to business objectives
- Coaching becomes structured, trackable, and measurable
- Agents gain clear visibility into goals and progress
- Leaders can identify which coaching strategies drive meaningful results

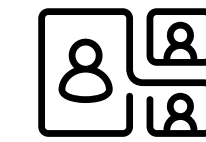
The result is better alignment across agents, supervisors, and team leaders – all focused on what matters most: customer experience, operational efficiency, and business outcomes.

# Transform how you manage performance



## Improve the metrics that matter

Align agent behavior to quality, efficiency, and customer experience KPIs.



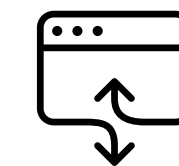
## Increase engagement and retention

Give agents visibility, ownership, and a clear path to improvement.



## Make coaching consistent and effective

Track not just that coaching happened, but whether it worked.



## Give leaders complete visibility

See agent performance, coaching quality, and progress across teams in one place.

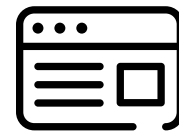
# Monitor

See what is happening across your workforce.



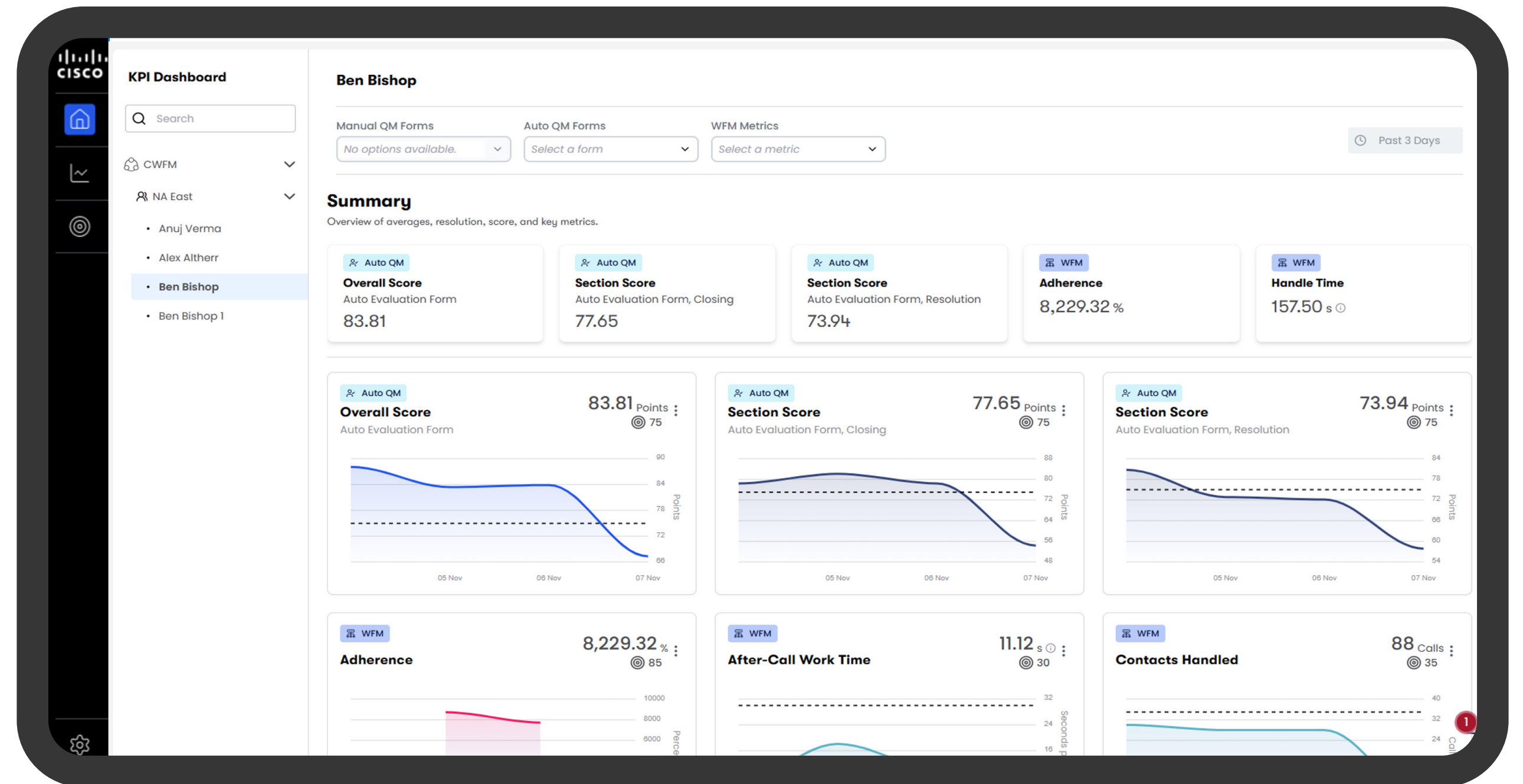
## KPI performance dashboards

Dashboards that show quality (Manual and Auto QM scores), efficiency, and business KPIs tied directly to personal and team goals, giving everyone a shared understanding of what success looks like.



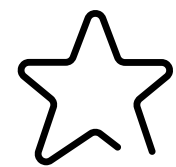
## Personalized agent portal

Each agent gets a single, personalized view of their goals, QM scores, schedule, and coaching sessions, creating transparency, ownership, and continuous self-improvement.



# Examine

Understand what is driving performance.



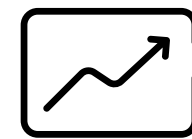
## Mini goal tracking and achievements

Break long term improvement into achievable steps. Track progress on specific behaviors and keep agents motivated through visible wins.



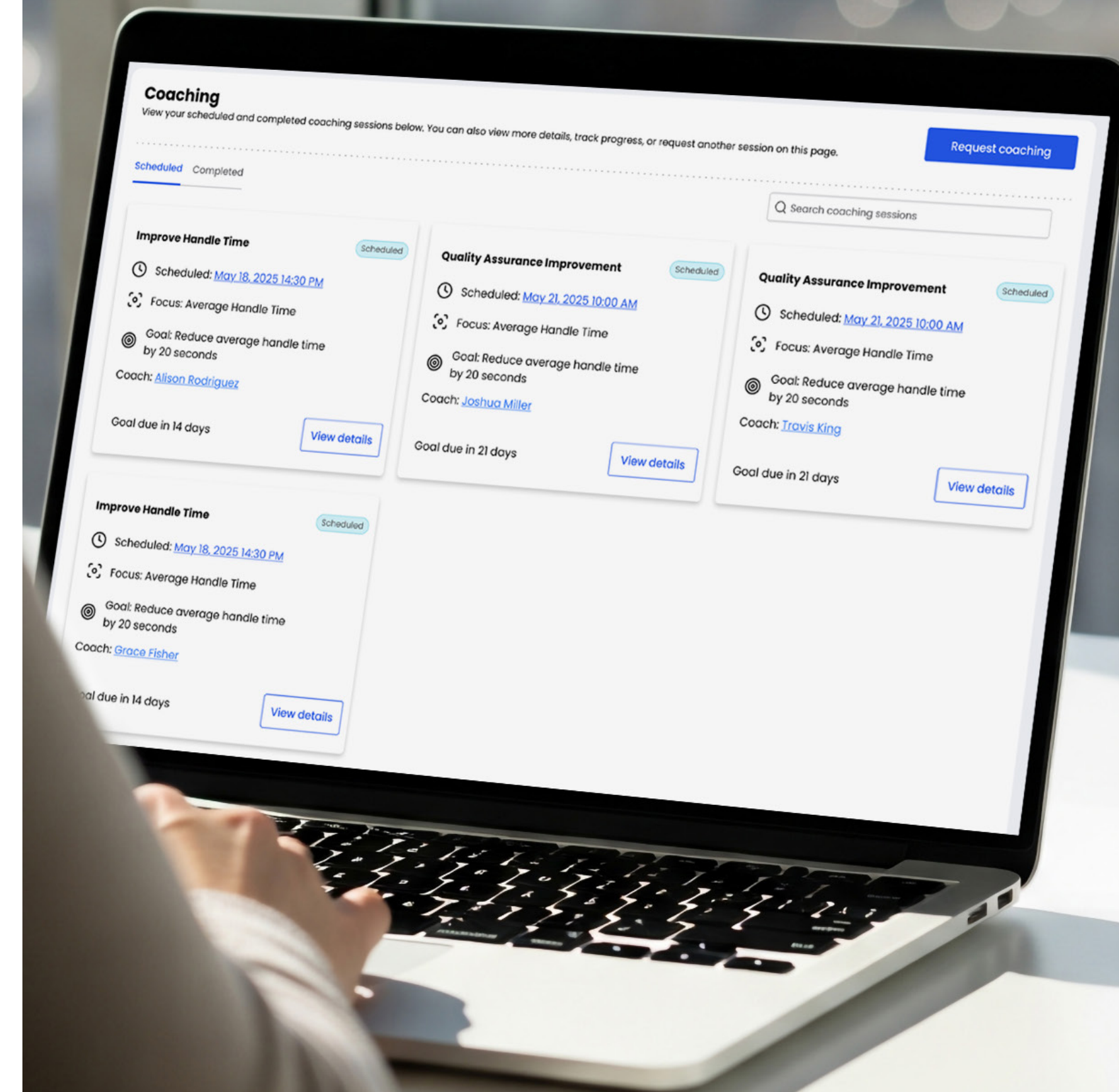
## Coaching effectiveness dashboard

Measure the real impact of coaching. See which sessions, approaches, and supervisors are improving performance and where more support is needed.



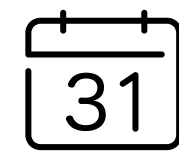
## Performance trends and root cause insight

See how KPIs change over time and understand whether issues are caused by quality, adherence, skill gaps, or workload.



# Improve

Take action that delivers measurable change.



## Schedule Coaching

Plan, schedule, and manage coaching sessions directly within Webex WFO without disrupting staffing plans or service level commitments. Coaching is aligned with Workforce Management so sessions can be scheduled at the right time, tracked to completion, and followed up on, ensuring development happens without sacrificing coverage.



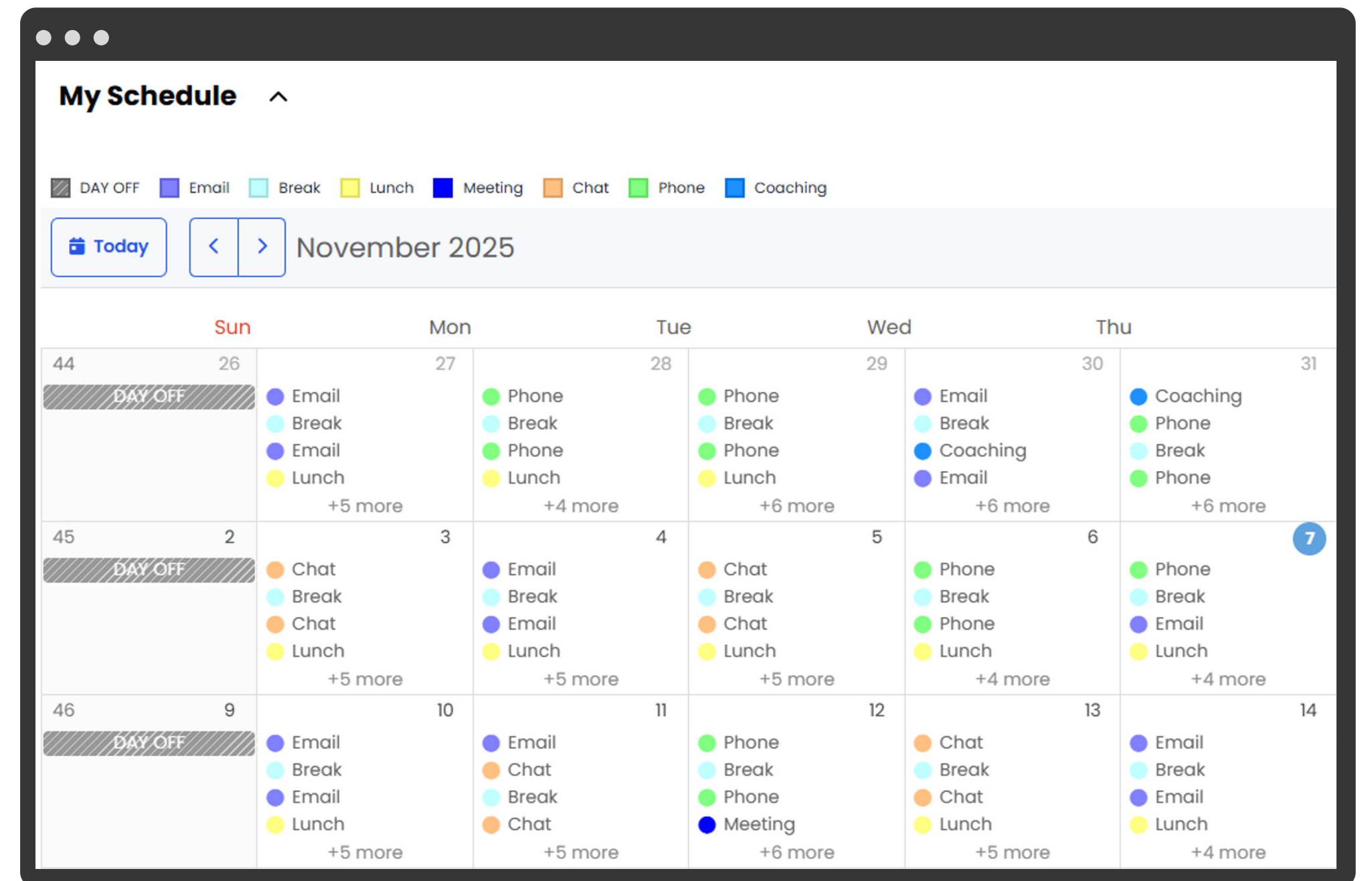
## Goal aligned development

Every coaching session and mini goal is directly tied to the KPIs that matter most to the business, such as quality scores, handle time, or adherence. Ensure coaching is not generic but focused on driving the outcomes that move the contact center forward.



## Recognition and reinforcement

Highlight progress, celebrate wins, and reinforce the behaviors that drive results.



# Built into the Webex WFO Platform to deliver continuous improvement

Webex Workforce Optimization (WFO) Performance Management is natively integrated within the Webex WFO platform, ensuring performance improvement is connected to the full operational picture.

Performance Management is available alongside:

- Workforce Management
- Quality Management
- Analytics

This integration ensures performance decisions are based on a complete view of customer interactions, workforce activity, and business outcomes – not isolated data points.

With Webex WFO Performance Management, organizations can:

- Improve agent productivity and service quality
- Reduce attrition through clearer goals and more effective coaching
- Increase coaching consistency and accountability across teams
- Align daily performance with customer experience and business priorities

By connecting people, performance, and outcomes in one platform, organizations can move beyond measurement and deliver true continuous improvement.



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