

# InView Performance Management

## Drive results and motivate agents

Finding, training, retaining agents, and keeping your team focused on what's important is the number-one challenge for contact centers. According to Contact Babel's 2014 US Contact Center Decision-Maker's Guide, nearly one in three contact center agents leave their job within a year. InView Performance Management can help.



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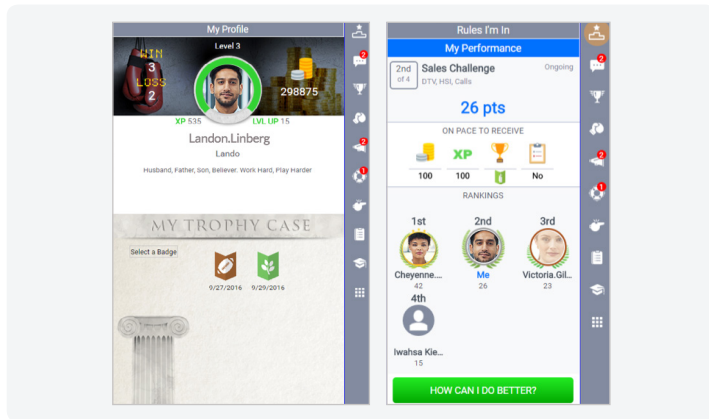
### With InView Performance Management you can:

- Create highly customized dashboards for quick status on how your business is performing

- Pull data from external resources, including CRM systems
- Use gamification to motivate agents

### Provide everyone in your organization with the information they need:

- High-level sales and usage trends for executives
- Team-specific information for supervisors
- Challenge and achievement information for agents

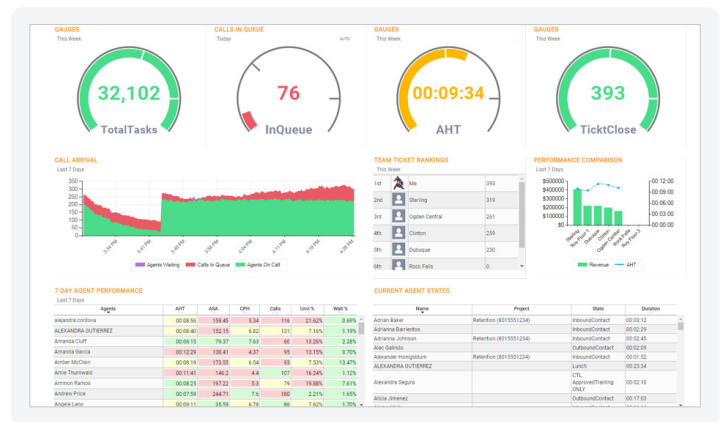


### Use gamification to motivate your agents:

- Earn badges, coins, and prizes
- Participate in team and individual challenges
- Visual status and prize information

### Comprehensive insight and engagement:

- Visualizations make it easy to check performance
- Single source of truth across many data sources
- Inspire performance with clear, visual targets and gamification



### What our customers have to say:

**BACTES**  
a sharecare company

“I use RingCentral Contact Center all the time. Contact Center provides me with information I can use for staff training and to do overall quality assurance on my team’s performance.”

— Irene Torres, Manager of Customer Service and Quality

**bright**  
MLS

“Our call centers have to be up and running to their fullest extent, and the support reps need tools to answer questions quickly. RingCentral Contact Center makes that happen.”

— Garry Marsoubian, Senior Vice President of IT and Project Delivery

For more information, please contact a sales representative. Visit [ringcentral.com](http://ringcentral.com) or call 855-774-2510.

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