



VXI's Performance Pro 360™

## Level Up Your Workforce: Improve Training & Coaching with PPro

VXI's Performance Pro 360™ (PPro) is a powerful, data-driven tool that uses real-time analytics, targeted coaching insights, and automated feedback loops to optimize agent performance and enhance customer interactions across channels. By harnessing the capabilities of PPro, businesses can quickly identify performance gaps, streamline improvement processes, and elevate the overall customer experience.



## How your teams can benefit from VXI's Performance Pro 360™



### Report what matters most.

Get customized reports, actionable performance data, as well as your business's key performance indicators (KPIs).



### Drive consistent improvement in agent performance.

Help managers and supervisors build agent profiles and drive agent development using customized coaching forms, tenure-based targets, and color-coded KPI scores.



### Configure dashboards to track teams and outliers.

Group agents into quintile or quartile based on mean overall scores or display top 20% and bottom 20% of agents, teams, or leaders based on overall attainment.



### Monitor quality.

Identify quality measures using balanced scorecards and set specific targets for individuals, teams, and programs.



### Manage operations and client service.

Measure performance daily, identify performance gaps, conduct weekly business reviews, and customize and display KPI scores of all access levels in different date ranges.



VXI Global Solutions



www.vxi.com

VXI's Performance Pro 360™ is an essential investment for companies looking to improve agent productivity, customer satisfaction, and ROI through a single, innovative platform.



### Provide comprehensive and consistent coaching.

Maintain all employee coaching records safe in one database for progress monitoring, continuity of coaching expectations, and real-time export or auditing.



### Drive insights with Coaching Effectiveness Index (CEI).

Access coaching logs, rate effectiveness of coaching sessions, and measure coaches' overall rate of improvement across KPIs.



### Recognize improvements through gamification.

Set reward rules and parameters so agents automatically gain points that can be displayed on leaderboard and redeemed for rewards, motivating them to perform better.

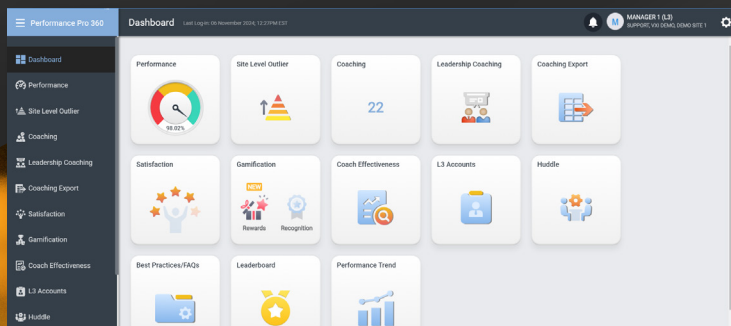


### Access performance data anywhere.

Designed for desktop computer, tablet, and smartphone, the app makes it easy to track and manage all coaching interactions, monitor KPIs, and deliver greater results — whether they're sitting side-by-side with team members or working in a different location.

## Case Study: A game-changer in contact center efficiency and quality

A telecommunications and media company consistently failed to hit its target Net Promoter Scores (NPS), a universally recognized measure of customer satisfaction and experience. After incorporating PPro, the company exceeded their goal in just 60 days — and continually sees all-time high results.



[LEARN MORE](#)



VXI Global Solutions



[www.vxi.com](http://www.vxi.com)