CiscoWebex Experience Management

Cisco Webex Experience Management Gadgets

The following Experience Management gadgets are displayed on the Finesse desktop only if your administrator has configured the gadgets to you.

Customer Experience Journey (CEJ)—Displays all the past survey responses from a customer as a chronological list. This helps you to gain context about the customer's past experiences with the business and engage appropriately with the customer. This gadget is automatically activated when an agent engages with a customer through a call, chat, or email. You can view the Customer Experience Journey including rating and scores such as Net Promoter Score (NPS), Customer Satisfaction (CSAT), and Customer Effort Score (CES). The responses are filtered for a customer based on customer ID, phone number, or email ID, whichever is available.

Customer Experience Analytics (CEA)—Displays the overall pulse of the customers or agents through industry-standard metrics such as NPS, CSAT, and CES or other KPIs being tracked within Experience Management. This gadget is available for agents and supervisors.

- Agent Sign In—When you sign in as an agent, this gadget displays your key metrics and KPIs as an aggregate of all your interactions with customers. This includes NPS, CES, and other KPIs such as agent friendliness, enthusiasm, communication skills.

- Supervisor Sign In—When you sign in as a supervisor, this gadget displays the data that is derived through the overall NPS, CES, and trend of these metrics over time. You can view data split by teams and agents. Insights from 'Like-Dislike' and 'Impact Analysis' identify areas for improvement and prioritize actions that drive the key metrics.

Note Use the same ID to login to Agent Desktop and ECE gadgets so that the key metrics are displayed properly.