

## Performance Management

### Note

Please ensure that you have read the [information](#) relating to the possible need for an amended Data Processor Agreement (DPA) with Puzzel. Use of Performance Management will involve processing statistics data in Puzzel's authorised sub-processor Microsoft and its cloud infrastructure.

Performance Management is a product built on Puzzel's Data Analytics Platform that allows you to establish targeted KPIs for all your channels, business queues, agents and user groups as well as visualise the performance of your contact centre against those targets.

With Performance Management you can :

- Create a standardised framework for tracking and managing all metrics across the contact centre
- Create unlimited targeted KPIs for channels, business queues, agents or user groups
- Visualise performance and trends over time against your goals
- Easily identify what you do well and what needs to be improved