

Performance Management

Puzzel's Performance Management is a simple to use and fully integrated tool that allows you to define goals, measure and visualise the performance of agents, user groups, queues and channels against set goals. To ensure company goals are successfully met, managers can utilise our Performance Management module to track progress of their workforce and provide effective support and coaching where necessary. They can create unlimited number of Performance KPI's that are specific to User groups, queues and channels. Furthermore, multiple goals can be assigned to employees with scheduled effective dates.

Visualisation of performance is essentially the achievements of the individuals against the set goals. Trends can also be measured by comparing the current period against the previous that helps gauge the progress"

For more details, read our user guide material [here](#).

Download the product sheet for Performance Management here:

[Puzzel Performance Management.pdf](#)