

# Quality Management

## Analytics-powered quality management for contact centers

NICE CXone Quality Management delivers a better omnichannel customer experience through targeted evaluation and agent feedback. Organizations can leverage out-of-the-box and customizable categories to unlock the sentiment and meaning behind every interaction, and then automatically pinpoint the best interactions to evaluate, keeping agents on message and engaged.

As a unified component of the CXone platform, QM simplifies management and makes evaluators' lives easier with drag-and-drop form design, automated workflows, dynamic dashboards and Business Intelligence reports, and native coaching. These capabilities, coupled with infused analytics, fast track your quality program with fairer agent feedback in fewer evaluations.

### POWER UP YOUR QM WITH ANALYTICS

Everything you need to measure quality—plus analytics—means better, faster feedback in fewer evaluations.

- **Increase quality precision.** Stop evaluating a random 1% sample of interactions. Use a combination of infused analytics, external business data filters, and contact metadata to target and evaluate only those interactions with the most impact on your business.
- **Find the needle in the haystack.** Want to evaluate interactions with a specific keyword mention, and with negative customer sentiment? That's easy—and just the tip of the iceberg—when you apply out-of-the-box categories and sentiment to your Quality Plans.

“CXone Quality Management helps us stay ahead of the competition. With it, we can analyze up to 100,000 calls each month to answer strategic quality questions, pinpointing the specific drivers that make up an excellent call.”

Brandon Wade  
Telecommunications Manager, RentPath

- **Gain a deeper understanding without time and expense.** Get immediate insights into agent and customer conversations by unlocking the sentiment and meaning behind every interaction without months of specialized analytics fine-tuning.

### KEEP AGENTS ENGAGED AND ON-MESSAGE

Engage and retain agents with balanced feedback across good and bad interactions. And give them a voice in the QM process.

- **Get a fairer picture of agent performance.** Deliberately target and evaluate agent interactions across a range of customer sentiment and category types to better understand performance.
- **“See” agents’ desktops for better feedback.** Record agents’ screens across voice and digital channels and view the recording while evaluating to give the most effective, tangible feedback possible.
- **Transform idle time into training time.** Reclaim lost time for agent development with bite-sized coaching packages and evaluations accessible via their unified agent interface.
- **Create agent “aha” moments.** Let your agents see things through customers’ and evaluators’ eyes with collaborative and self-evaluations, and dashboard insights that increase personal ownership.

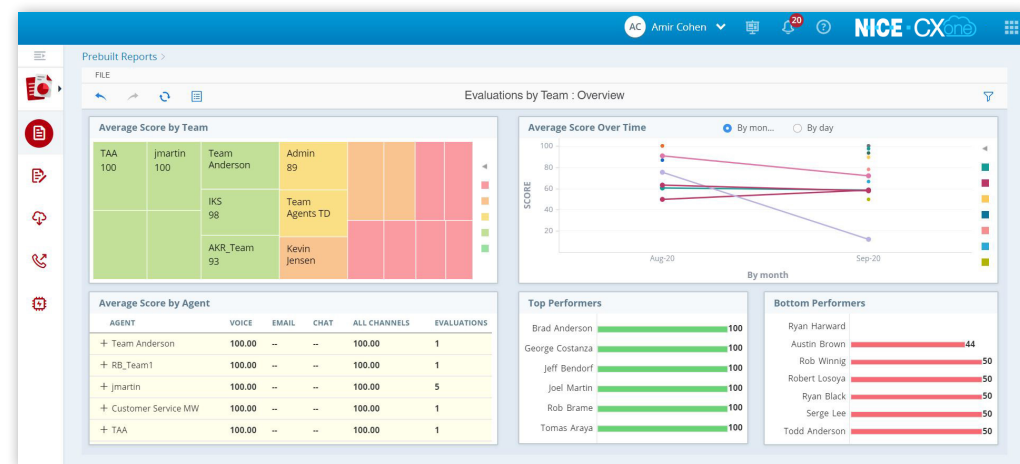
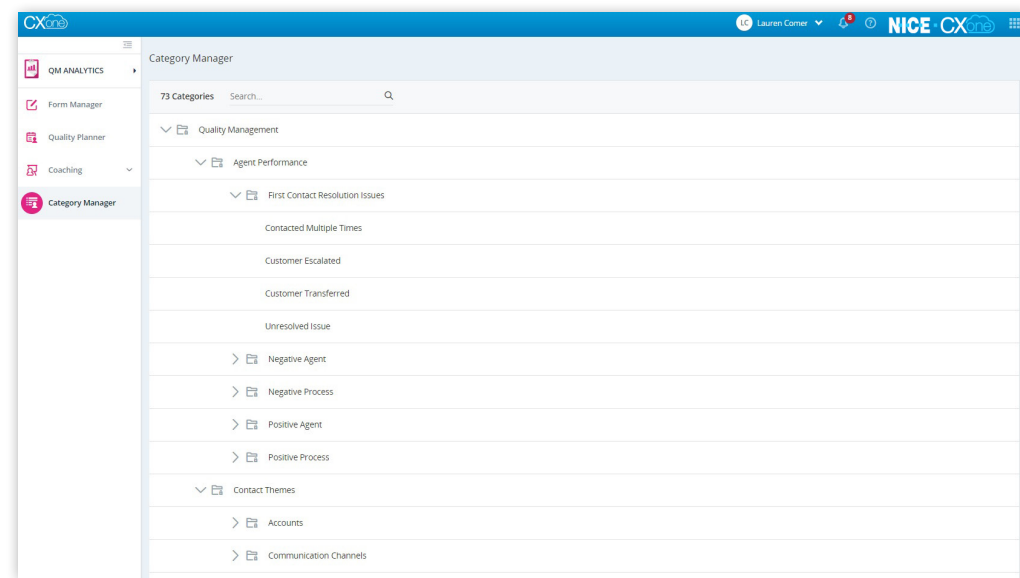


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### BENEFITS

- Get better feedback with fewer evaluations
- Immediately identify and address agent behavior trends
- Gain a balanced perspective of agent performance
- Achieve NPS, CSAT and other customer experience objectives
- Execute more targeted evaluation plans

## Quality Management Reports



Intuitive quality management BI reports help you spot agent performance trends in a flash and drill-down into individual interactions.

## DELIVER A BETTER CUSTOMER EXPERIENCE EVERY TIME

Achieve your CX goals by uncovering negative quality trends across all channels and act before they impact customer experiences.

- **Immediately identify negative experiences.** Evaluate interactions with compliance issues and messaging gaps and provide quick agent feedback to deliver a better experience right away.
- **Take action on your findings.** Spot performance issues and drill-in to identify action needed with unified dashboards and Business Intelligence reports. Then provide agents with custom coaching to improve customer experiences.
- **Make digital a quality focus.** Evaluate digital interactions—because your customers expect a great, consistent experience across all your channels.

## DESIGNED FOR QUALITY BUILT FOR SIMPLICITY

Intuitive interfaces, automated workflows and centralized administration within the unified, all-in-one CXone platform? Doesn't get better than that.

- **Start evaluating quickly.** Hassle-free implementation and onboarding with unified user setup across all contact center applications, drag-and-drop Form Creator and comprehensive Quality Planner.
- **There's no time to waste—automate.** Automate your quality process from start to finish with an advanced Quality Planner that intelligently selects and delivers interactions for evaluation, automated notification and workflows for agent feedback—and even auto-scheduling of coaching sessions.
- **Increase quality analyst and supervisor efficiency.** Free your QM teams from time-consuming, manual processes, cumbersome interfaces, and involved QM onboarding, and give them more time for what you hired them for—to evaluate, coach, and improve quality!
- **Say goodbye to messy integrations.** Eliminate the need to install and maintain third-party ACD integrations and data synchronizations.

## About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

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