




Make experiences *flow*

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.

www.nice.com 

NICE QUALITY CENTRAL
EVALUATE EVERYTHING.
EMPOWER EVERYONE.

NICE

MEET YOUR QUALITY MANAGEMENT CHALLENGES

Today's customer-driven market has made superior customer service an imperative. Delivering it requires organizations to seamlessly align countless functions across a variety of channels. A single problem – an unforeseen backlog, a computer glitch, an undertrained employee – can undermine customer relationships in an instant.

Quality management provides the agent engagement needed to deliver greater customer satisfaction in this environment. It can elevate agent performance, boost efficiency and, in turn, the customer experience.

“Quality Central has proven its value – saving us time, reducing costs, and improving customer satisfaction – all within a matter of months.”

– QUALITY MANAGER





UNIFY YOUR QUALITY PROGRAMS IN A SINGLE APPLICATION

NICE Quality Central provides a holistic approach to quality management, ensuring that processes and agents' performance align with business initiatives in the modern omnichannel enterprise. Available on premise or in the cloud, Quality Central automates and customizes all of your quality processes in a single application, regardless of the data source, channel or recording solution. It allows you to:



Uncover actionable insights that improve agent performance



Deliver exceptional customer experiences



Drive efficiency, giving your organization a competitive advantage

MONITOR AND IMPROVE KEY METRICS

Quality Central helps contact centers improve key metrics:

↓ 10%-30% decrease in average handle time

↓ 5%-25% decrease in hold time

↑ 15%-40% increase in customer satisfaction

↑ 15%-40% increase in first call resolution

↑ 10%-20% improvement in sales effectiveness

ACHIEVE NEXT-GENERATION QUALITY MANAGEMENT



Identify the best opportunities for coaching that have the greatest impact on key metrics.



Provide end-to-end quality program automation, eliminating manual processes.



Empower agents with self-improvement tools, objective evaluations and targeted feedback.



Evaluate any data source or channel, unifying all quality processes in a single application.



Provide visibility to all stakeholders with real-time dashboards and BI reports.



REALIZE IMMEDIATE VALUE

Unlike traditional quality management solutions, Quality Central functions and updates independently of the recording platform. Because it is detached from recording, Quality Central eliminates the risk of recording system data loss or downtime. In addition, you no longer must wait for a resource-intensive upgrade of the recording system before you can benefit from new features in quality management.



ADAPT QUALITY MANAGEMENT TO YOUR NEEDS:

ANY AGENT.
ANY CHANNEL.
ANY SOURCE OF WORK.

Quality Central provides a comprehensive, end-to-end view of quality within your business. Incorporate and automate any data source into an evaluation, quality monitoring or compliance program when you need it.



Evaluate all channels for quality, including phone, e-mail, chat and social media.



Assess any task such as orders, claims or various support documents.



Monitor the effectiveness of any sales, service or audit process.



Leverage any data source, such as CSAT scores and CRM information, to help pinpoint opportunities for improvement.

AUTOMATE ALL QUALITY PROCESSES TO IMPROVE EFFICIENCY

Automate and customize quality processes and maximize operational efficiency with quality management tools.



WORKFLOWS

Quality Central's pre-configured workflow templates simplify quality management programs. These include:

- Interaction work assignment
- Calibration assignment and reporting
- Agent self-assessment
- Request evaluation rescore
- Audit-the-auditor
- Coaching

Also, customize any workflows with easy-to-use visual tools. This allows you to create plans that assign work automatically, regardless of your organization's unique needs. Automated alerts can be created for any work items approaching their due date which allow you to meet strict policies.



FORMS

Versatile forms can be customized, automated and transformed into actionable coaching opportunities for agents. Evaluators value Quality Central's tooltips on scoring practices and automatic backups and versioning, which eliminate wasted time and protect their work. They can create forms in advance and schedule an automatic release date for added convenience.



REPORTING

Supervisors can draw on an extensive collection of standard reports or create their own with over 200 data points available to them. Reporting dates and time metrics can be scaled and customized using fiscal or calendar year options.



COACHING

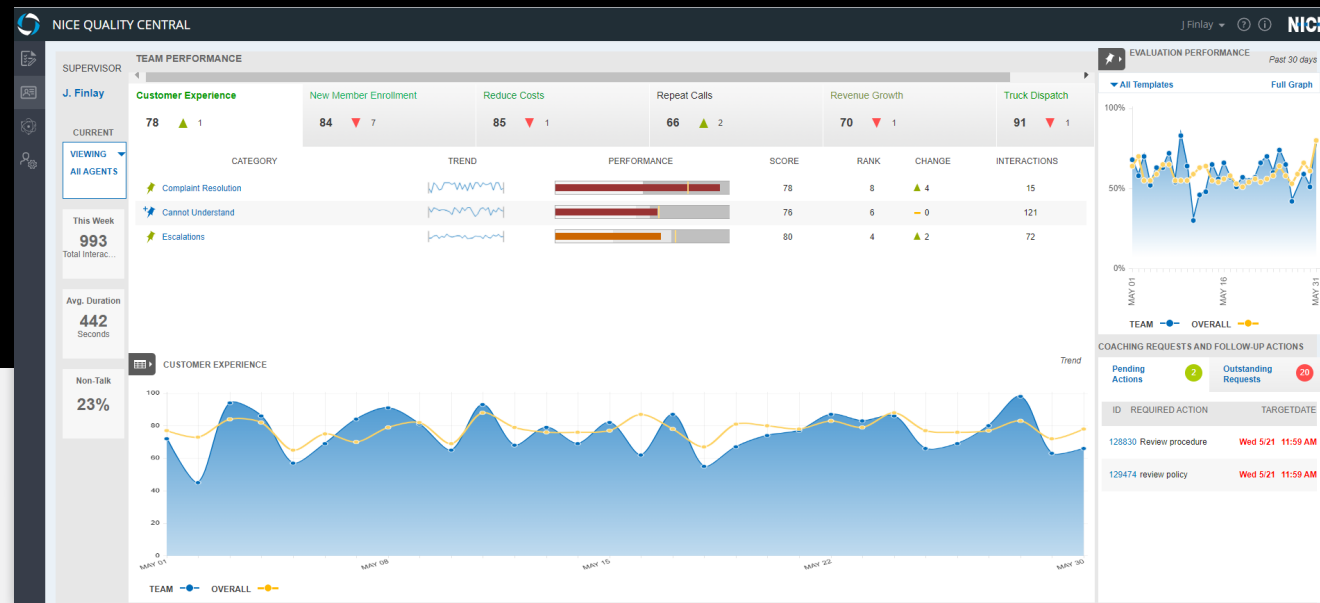
Supervisors can send personalized coaching feedback – links to knowledge database resources, instructions and due dates – with the click of a button. Coaching effectiveness can be tracked from the supervisor and agent dashboards.



AUTOSCORING

Quality Central allows you to autoscore interactions based on any metadata such as a transfer or repeat calls or by using analytics information. Autoscored interactions results can appear directly on a scorecard. Additionally, questions on the evaluation forms are automatically answered (and scored) when a given interaction meets (or fails to meet) designated KPI or agent script criteria. This provides a savings in processing time, allowing more customer contacts to be evaluated.

ENGAGE EMPLOYEES WITH GREATER TRANSPARENCY



Employee satisfaction is directly correlated with customer satisfaction metrics. Quality Central promotes employee engagement by driving insight, enabling coaching and fostering collaboration.

“The feedback we received from CSRs, coaches, and managers after rolling out NICE Quality Central has been incredibly rewarding!”

- ANALYTICS & INSIGHT DIRECTOR



PERSONALIZED DASHBOARDS

- Give managers and supervisors access to customizable dashboards and reports to evaluate performance for groups, specific teams or individual agents, and assign training, reference knowledge resources or a coaching package based on these insights.
- Empower agents with easy-to-use dashboards to review evaluations, performance against peers, monitor progress and conduct self-evaluations.

VOICE OF THE EMPLOYEE PROGRAMS

- Launch a “Voice of the Employee” program that systematically collects feedback on process improvements.
- Make employees stakeholders in process improvements to increase morale and reduce turnover.

INCREASED COLLABORATION

- Empower teams to work together in a more purposeful way.
- Enable evaluators to collaborate on work items and prioritize tasks.



**OPTIMIZE YOUR
QUALITY PROGRAM
WITH NICE
WORKFORCE
ENGAGEMENT
SOLUTIONS**

Quality Central is part of the NICE portfolio of solutions that promote employee engagement and drive operational excellence across all customer service operations.

RECORDING

Although Quality Central is an independent application, users of NICE Recording realize all the benefits of a quality program tied to a recording platform, including:

- Single-point-of-user administration.
- Point-and-click playback of calls.
- Viewing of chats and emails.
- Links to call recordings from forms and reports.
- Ability to launch Quality Central's evaluation form within the recording platform.

AI ANALYTICS

Drive a deeper analysis using AI analytics enabled quality to more accurately and consistently pinpoint opportunities for improvement and best practices. It analyzes 100 percent of interactions based on out-of-the-box speech, text, and desktop analytics as well as AI sentiment and behavioral models.

- Remediate non-compliant processes or customer contact that negatively affect a company's brand, such as repeat calls.
- Identify agent behaviors that influence customer sentiment.
- Automate quality workflows to drive evaluation and coaching that result in greater service.

VOICE OF THE CUSTOMER

Leverage Voice of the Customer survey results in your quality program. This allows you to focus on evaluating and coaching interactions that have the greatest impact on your NPS or CSAT scores.

REAL-TIME INTERACTION GUIDANCE

Reinforce agent skills and procedures learned as a result of the quality evaluation and coaching process with Real-time Interaction Guidance. It analyzes conversations as they occur and provides contextually relevant guidance to agents on next best action and behaviors as needed. This helps ensure a consistent service experience from every agent on every conversation. Supervisors are also provided with "in the moment" snapshots of agent performance, giving them instant visibility into who is performing well and who requires coaching.