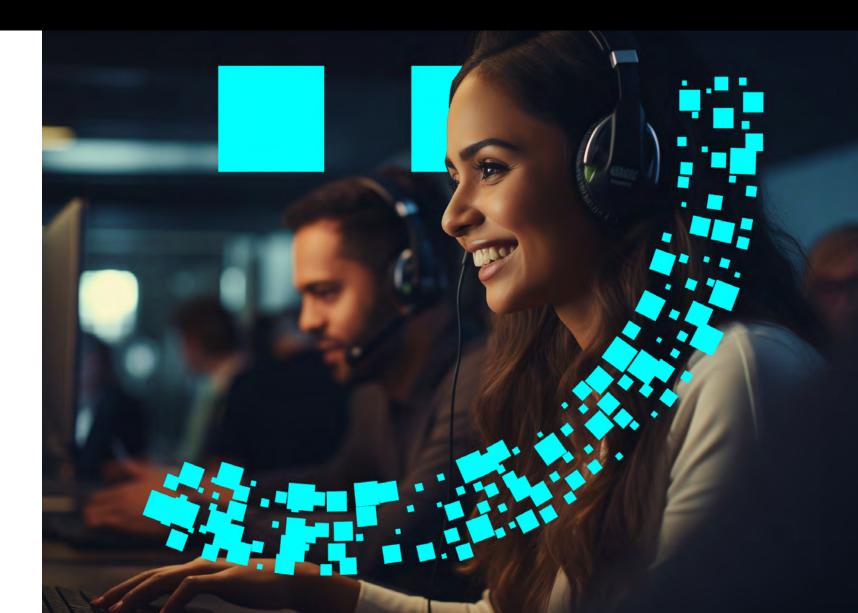# NICE

CXONE QUALITY MANAGEMENT:
UNLOCK EXCEPTIONAL CUSTOMER EXPERIENCES

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

CXone QM:
Unlock Exceptional Customer Experiences

In the dynamic world of modern contact centers, managing diverse needs and expectations is essential for maintaining service quality. CXone Quality Management (QM) is at the forefront of this challenge, offering:

Enhanced agent engagement and motivation

Targeted evaluator and coaching strategies

Optimized team performance under skilled leadership

Managerial alignment of quality coaching with business goals.

With CXone QM, quality management becomes more efficient, improving employee retention and reducing costs. This program enhances customer satisfaction and positively impacts overall business outcomes.

Recognizing the unique needs of each contact center, CXone QM and CXone QM Advanced provide a harmonized solution to align with your business objectives, operational requirements, and employee empowerment.

CXone QM:
Building the Right Foundations

The journey to exceptional customer service begins with your agents. Their engagement and contributions are pivotal. CXone QM helps you create end-to-end quality programs that encourage and harness agent capabilities through its rich QM functionalities and integration with other business applications (for example, WFM).

KEY FEATURES AND BENEFITS

User-friendly quality forms and automation
Create and easily manage forms, featuring drag-and-drop functionality, diverse question types, and flexible scoring calculations.

Integrated agent appeals
Streamline the agent appeal process with built-in workflows and notifications.

Automated calibration assignment
Ensure consistent evaluations and efficient calibration management for rapid scoring alignment.

Automated interaction selection and distribution
Use robust business rules and sampling algorithms to efficiently select and distribute interactions for evaluation, saving time and creating efficiency.

Enhanced search and playback
Quickly find specific interactions (ad hoc) across all channels for evaluation or calibration.

Comprehensive coaching
Offer various coaching formats, centralized tracking, and automatic scheduling through WFM to enhance agent performance and empowerment.

Agent self-assessment
Enable agents to self-evaluate and identify areas for improvement, compare their score against their supervisors', preparing them for productive discussions with supervisors.

Advanced visualizations
Gain deeper insights into quality performance with advanced reporting tools and intuitive dashboard widgets, fostering continuous improvement in quality and coaching.

CXone QM Advanced:
Analytics-Driven Quality

For contact centers aiming to elevate their quality management further, the advanced tier of CXone QM offers a collection of sophisticated tools and integrated AI.

Insights from 100% of your interactions, using analytics, will drive automation for enhanced efficiency and data-driven decision-making.

AI-Driven Evaluations and Automation
Enhance the efficiency of your quality management process by automating the selection of key interactions for evaluation. This is achieved through advanced analytics identifying elements such as sentiment, soft skills, and specific phrases. This approach ensures that the most relevant interactions are consistently and objectively selected for review.

CXone QM Advanced
CXone QM streamlines quality evaluations and bolsters agent trust through automated scoring. Leveraging AI analysis, it can automatically populate answers in quality forms, in accordance with analytics based rules such as sentiment, soft skills and phrases. This method simplifies the evaluation process and ensures fairness and objectivity in assessments.

Enhancing Soft Skills Evaluation and Coaching
Our solution comprehensively analyzes 100% of your contact center interactions. It features a rapid and automated process for identifying soft-skill coaching opportunities. This is visualized through an intuitive heat map and detailed drill-down functionality for each team, agent, and interaction. The analytics systematic scoring, minimizes subjective and inconsistent judgments and effectively reduces potential discord between quality evaluators and operations teams, leading to a more cohesive and effective quality management system.

The Final Word in Quality Management

Adopting CXone QM, especially its advanced tier, means empowering everyone in your contact center with the tools and insights they need to ensure quality service. The solution streamlines operations, enhances efficiency, increases accuracy, and boosts employee satisfaction. The results are improved customer experience, increased consumer loyalty, higher sales, and strategic business success.

Contact us for a free demo and discover how CXone Quality Management can transform your contact center.