Case study

The College of Health Care Professions (CHCP) is a fully-accredited educational institution. With nine campuses and a robust online program, CHCP prepares the next generation of healthcare professionals through focused, real-world training.

Industry: Education
Website: www.chcp.edu
Location: Texas, USA
Size: 160 agents

90% reduction in coaching initiation time, from 24 hours to 10 minutes

Great stats

85% of coaching needs resolved autonomously

Without needing to wait for QA reports or approvals

3-4 hours freed up per manager, per week

Thanks to a 7.5-10% reduction in time spent pulling calls and compiling feedback

NiCE Solutions

- Evaluation Summary
- Quality Management
- Enlighten AI
- Supervisor Workspace
- Coaching Recommendations

Challenge

With a mission to maintain service excellence and deliver fast-track coaching, CHCP's Quality Assurance team supports four departments and over 160 agents. However, their QA processes—including those for producing daily and monthly evaluation reports to keep supervisors informed about agent performance—were largely manual and inefficient.

The QM team became a bottleneck for managers who required real-time evaluation insights, especially during coaching sessions or to provide context when agents appealed their scores. They needed a way to streamline insight delivery, cut manual workload, and increase manager autonomy, without compromising quality.

Solution

By implementing CXone Quality Management Evaluation Summary, CHCP transformed the way evaluations are accessed and utilized. With AI-generated summaries, managers now instantly receive a clear, neutral recap of agent performance, eliminating the need to dig through forms, comments, or recordings.

"

CXone Quality Management Evaluation Summary didn't just save us time, it brought our managers into the QA process like never before. That was our real 'aha' moment.

Hang Nguyen,
Quality Assurance Operations Manager, CHCP

65% increase

In the number of coaching sessions delivered each week

Zero negative feedback

From agents regarding QA involvement

NICE