



# **MetriStar Top Customer Sentiment Award**

*Workforce Engagement Management Suites*

*NiCE*

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## Metrigy 2026 MetriStar Top Customer Sentiment Award: NiCE

*Category: Workforce Engagement Management Suites*

NiCE has earned the Metrigy MetriStar Top Customer Sentiment Award for Workforce Engagement Management (WEM) Suites, determined by customer ratings of providers' performance across a variety of product areas. NiCE offers NiCE CXone WEM, a comprehensive AI-powered cloud suite that integrates workforce management, quality management (QM), and performance tools to boost agent engagement and operational efficiency.

### *Product Category*

**Workforce Engagement Management Suites:** WEM suites include applications, data, and analytics for continuously improving the efficiency of contact center staff and operations. These suites include applications such as QM, call/screen recording, analytics (sentiment, agent, and predictive), workforce management (WFM), gamification, desktop and performance management, task management, and recruiting/onboarding. Artificial intelligence works with WEM applications to analyze agent performance on all calls, and to improve accuracy of schedule and capacity management requirements. Organizations may buy one-off applications or a full portfolio from a WEM provider.

### *Award Description*

MetriStar recognitions are as follows:

- **MetriStar Top Provider** – Recognizes technology providers whose customers achieved high business success *and* that received at- or above-average customer sentiment ratings
- **Top Business Success** – Highlights providers whose customers realized the most substantial business success metric improvements
- **Top Customer Sentiment** – Highlights providers whose customer sentiment scores are at or above average



Figure 1: MetriStar WEM Suite Providers, 2026 (names in alphabetical order)

## Research Methodology

### Business Success

Research participants in our *Customer Experience MetriCast 2026* study provided data on before-and-after changes in business metrics, including revenue, customer satisfaction (CSAT), employee efficiency, and operational costs, resulting from the use of their WEM provider. They classified the impact as a significant or modest increase, no change, or a significant or modest decrease. Figure 2 below shows the average percentage response for each of the business metrics across all companies.

2026 WEM Suite MetriStar: Business Success Average Change					
	Significant Increase	Modest Increase	No change	Modest Decrease	Significant Decrease
Revenue	18.9%	45.9%	31.4%	3.5%	0.3%
CSAT	27.4%	42.5%	28.0%	19.0%	0.3%
Employee efficiency	30.5%	38.4%	26.7%	3.8%	0.6%
Operational costs	5.7%	14.2%	33.0%	29.9%	17.3%

Figure 2: 2026 WEM Suite MetriStar: Business Success Average Change

For each provider individually, we used a diffusion index calculation, subtracting the negative from positive results, with a higher weighting assigned to “significant” responses on either end of the spectrum. For revenue, CSAT, and employee efficiency, we subtracted the decrease percentages from the increase ones and did the opposite for operational cost (and then multiplied by 100 to remove the percentage). Using that formula, the average score is 309. Providers that were above average won a Business Success MetriStar.

Figure 3 below illustrates each provider’s Business Success score, with the average line noted.

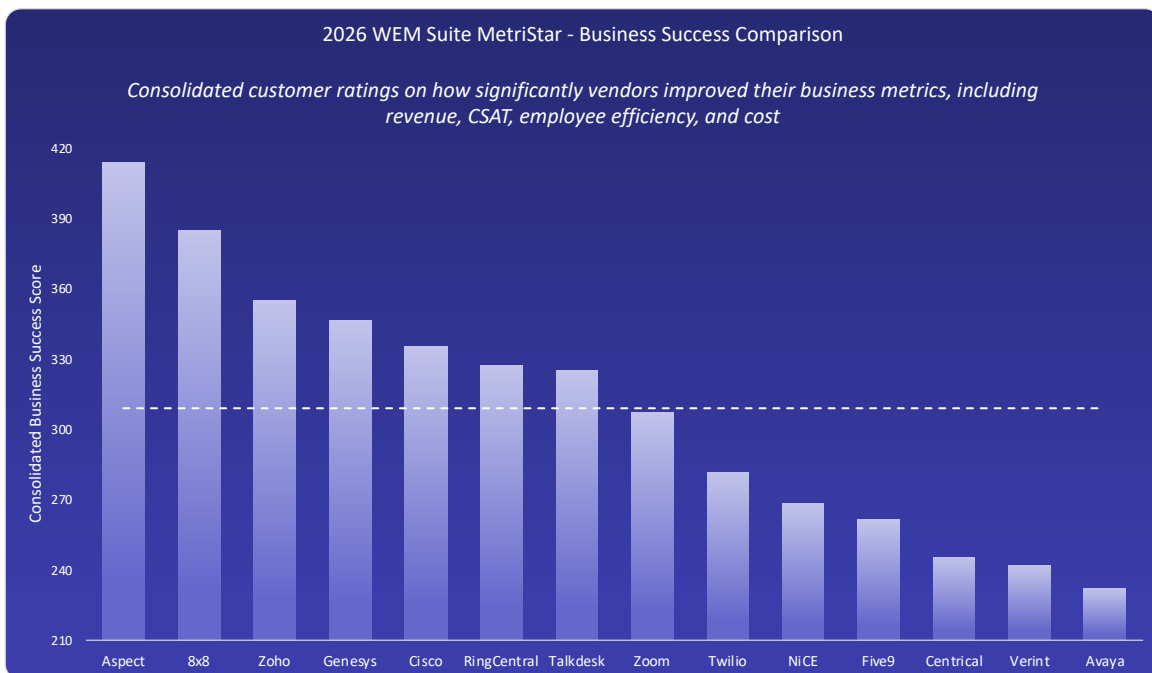


Figure 3: 2026 WEM Suite MetriStar - Business Success Comparison

All companies deliver some improvement to their customers' business metrics. As noted on the chart, though, some do so more significantly than others. Overall, for WEM, vendors' top-performing area is CSAT improvement, which accounts for 81 of the 309 points making up the average score. Vendors improve efficiency and reduce cost equally. Increase in revenue is the lowest-scoring area overall.

### Customer Sentiment

In addition to business success, we asked research participants to rate provider performance on a variety of areas, as noted in Figure 4 below. The rating scale is 1 to 10, where 1 = Extremely Poor and 10 = Outstanding. For WEM suite providers, overall average customer sentiment score is 8.26 (up from 7.96 in 2025), with individual provider scores ranging from 7.99 to 8.55. *NICE scored at average for overall customer sentiment; it's scores were among the top three for AI capabilities (8.65) and ability to assist with CX initiatives (8.53), and above average for optimizing operations (8.35).*

Figure 4 also shows how each individually rated provider scored relative to the average across each of the categories measured.

2026 WEM Suite MetriStar: Customer Sentiment Ratings vs. Average, by Provider										
Vendor	AI capabilities	Effectiveness at improving agent experience	Analytics capabilities	Ability to assist with CX initiatives	Reliability	Response time to problems/questions	Technical features	Improved supervisor efficiency	Optimizing operations	Average score
8x8	▼	▼	▼	▼	▼	▲	▼	▲	▼	▼
Aspect	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲
Avaya	▲	▲	▼	▼	▼	▼	▼	▼	▲	▼
Central	▼	▼	▼	▼	▼	▼	▲	▲	▲	▼
Cisco	▼	▼	▼	▼	▼	▼	▼	▲	▼	▼
Five9	▼	▼	▲	▼	▲	▲	▲	▲	▼	▲
Genesys	▼	▼	▼	▼	▲	▲	▼	▼	▼	▼
NICE	▲	▼	▼	▲	▼	▼	▼	▼	▲	●
RingCentral	▲	▲	▲	▲	▲	▲	▲	▲	▼	▲
Talkdesk	▼	▲	▲	▼	▲	●	▼	▼	▲	▼
Twilio	▲	▲	▼	▼	▼	▼	▼	▼	▼	▼
Verint	▼	▲	▲	▼	▲	▼	▲	▲	▲	▲
Zoho	▲	▲	▲	▲	▼	▲	▲	▼	▲	▲
Zoom	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲
Average	8.16	8.26	8.27	8.26	8.43	8.20	8.26	8.27	8.24	8.26
Other providers were rated but didn't garner enough scores to be counted individually or to be included in average scores.										
LEGEND ▲ = Above average ▼ = Below average ● = Average										

Figure 4: 2026 WEM Suite MetriStar: Customer Sentiment Ratings vs. Average, by Provider

### MetriStar Summary of Results

The results for the categories comprising the 2026 WEM Suites MetriStar are described here:

- MetriStar Top Provider** – Research participants gave these providers an 8.26 or above customer sentiment rating and documented better-than-average improvements in their overall business metrics. These providers—Aspect, RingCentral, and Zoho—have earned a MetriStar Top Provider Award. Each has received high sentiment scores and customers documented above-average business success improvements using their products and services.
- Top Business Success** – Four additional providers—8x8, Genesys, Cisco, and Talkdesk—earned recognition as having above-average improvements in their business success metrics.

- **Top Customer Sentiment** – Four additional providers—Five9, NiCE, Verint, and Zoom—earned at or above 8.26 for overall customer sentiment score.

### *Companies Rated*

Metrigy received input for a total of 18 WEM suite providers. Of those, we received enough ratings for 14 companies. Providers that did not receive enough ratings to be counted individually are Eleveo, OnviSource, SuccessKPI, and Sprinklr.

### *Metrigy's Take*

For the fifth-consecutive year, NiCE has outperformed all other providers in Metrigy's CX MetriStar Awards program. NiCE maintains its leading position with a multi-faceted, AI-infused customer experience portfolio that brought it wins for each of the CX MetriStar categories in which it offers a product—i.e., seven of the nine areas. Besides its Top Customer Sentiment Award for WEM, NiCE achieved MetriStar Top Provider recognition for its agent assist applications, contact center-as-a-service (CCaaS), interaction analytics, knowledge management, and Voice of the Customer platforms. Additionally, it earned another Top Customer Sentiment designation for its AI agent platform.

NiCE's CXone platform is the heart of the company's CX technology offerings. With this AI-powered CX platform, NiCE aims to deliver AI-driven journeys across every digital and voice touchpoint. Most recently for CXone, NiCE is blending real-time agentic automation with workforce analytics to create a system that anticipates customer intent and provides human agents with instant, contextually relevant, actionable information. Ultimately, NiCE sees CXone as the bridge between the front and back office, ensuring that every interaction—from a simple chatbot query to a complex support resolution—is handled with a consistent memory of the customer's history.

For WEM, NiCE outperformed many competitors with its AI capabilities, ability to assist with CX initiatives, and ability to optimize operations. By uniting AI-driven forecasting, automated evaluations, and conversational insights, the suite breaks down operational silos to empower both agents and supervisors. For example, supervisors are now freed from manual data gathering and can use that time to focus on live coaching, personal skills development, or strategic business planning. This comprehensive approach ensures contact centers can optimize their workforce efficiently while consistently driving better outcomes. Some key features of NiCE CXone WEM include:

- **Quality management** – NiCE QM automates the quality assurance process by capturing and evaluating interactions across channels, providing supervisors with intelligent scoring and workflows to quickly identify performance gaps, streamline evaluations, and deliver targeted coaching
- **Workforce management (WFM)** – NiCE CXone WFM delivers advanced predictive forecasting using more than 40 AI-powered algorithms, intelligent multi-skill shift scheduling, and real-time intraday management. It features cognitive load optimization to help prevent agent burnout while providing employees with mobile-friendly, self-service shift bidding and scheduling flexibility
- **Interaction analytics** – NiCE Interaction Analytics evaluates 100% of voice and digital interactions to extract actionable insights. It analyzes customer sentiment, tracks key

phrases, surfaces emerging conversation trends, and leverages generative AI tools to turn raw interaction data into actionable opportunities to improve agent performance.

Metrigy's WEM research shows that improving customer experience, agent performance, and the overall agent experience are the primary drivers for WEM adoption. By directly addressing these core priorities with its AI-backed toolset, NiCE provides organizations with a practical path to turn standard workforce management into a measurable driver of operational success.

### Study Overview

Metrigy conducted our global *Customer Experience MetriCast 2026* research study from March to April 2026. We surveyed 1,437 CX leaders from organizations headquartered in 10 countries from three regions (North America, Europe, Asia-Pacific). In this study, we gathered detailed information on CX technology adoption plans, current and planned spending, provider adoption, plans for changing providers (and why), applications in use, provider ratings, business success, and more.

The MetriStar output from the study focuses on the provider ratings and associated business success for the following areas: agent assist, AI agents, communications platform as a service (CPaaS), contact center as a service (CCaaS), interaction analytics, customer relationship management (CRM), knowledge management, workforce engagement management (WEM), and voice of the customer (VoC).

To get more details on this and other research, please visit [www.metrigy.com](http://www.metrigy.com).



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