NICE inContact ▫ **inContact**   **CX**one.

NICE inContact CXone
Quality Management
Elevate service with agent-centric quality

NICE inContact CXone Quality Management provides agent-centric evaluation and coaching workflows to improve customer experience and reduce evaluator effort within an intuitive, unified interface. Directly upscale agent performance and strike an effective balance between operational requirements and agent empowerment, while simplifying the execution of the quality process. Make evaluators' lives easier with automated delivery of interactions, simplified dashboards, and a modernized custom form manager with searchable question bank and drag-and-drop design. Empower improvement with the tools to coach agents and engage them in the quality process with dispute workflows and organized calibration.

Deliver a better and more consistent customer experience.

Understand the customer experience across all channels and identify areas for improvement with an easy to use evaluation and review process.

- Ensure evaluations focus on agent behaviors consistent with your customer journey using custom evaluation forms and screen recording.
- Improve service reliability by ensuring consistency across evaluators using a defined calibration workflow.
- Gain a holistic picture of the customer journey with evaluation capabilities across multiple service channels.

BENEFITS

- Achieve your NPS and CSAT by elevating agent service delivery and ensuring consistency across channels.
- Expedite the ROI by evaluating more interactions per agent with the same resources.
- Increase personal ownership and reduce agent attrition with the quality insights needed to self-improve within a collaborative environment.
- Reduce administration and maintenance efforts with a single interface for all contact center applications.

Quality Management Dashboard
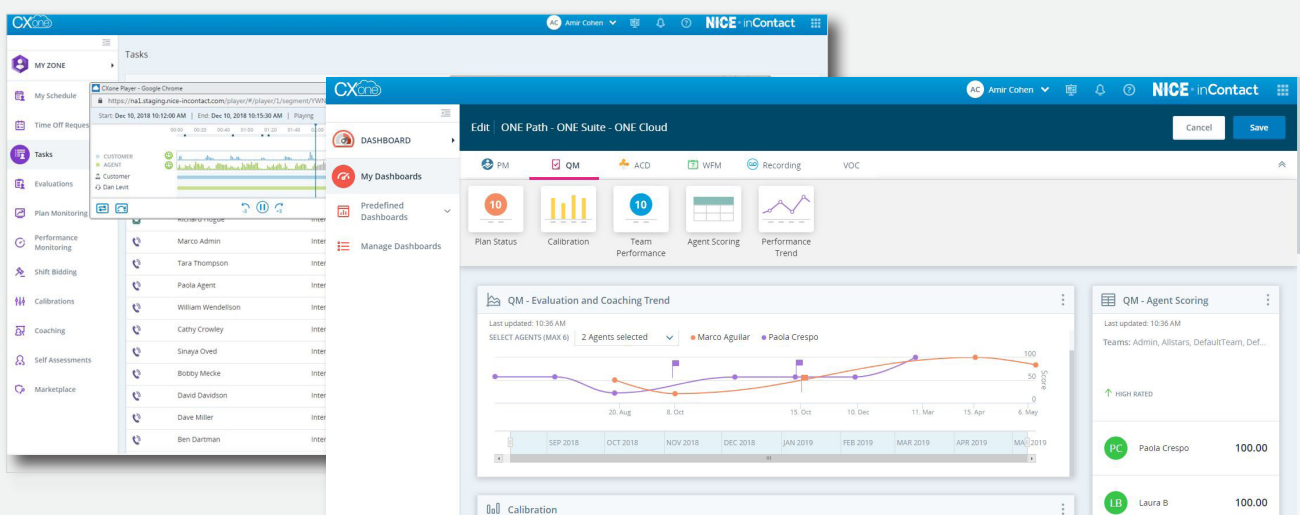
Maximize evaluator impact

Intuitive interface, automated workflows, and dynamic dashboards allow evaluators to be more impactful with their time.

- Quality Planner expedites the evaluation process with automation from start to finish with intelligent selection and delivery of interactions, and immediate routing of results to agents.
- Easily create new forms using our simplified Form Designer, complete with an easy to use question bank.
- Unified dashboards provide supervisors and evaluators with at-a-glance insight into quality trends, top and bottom performers, evaluator effectiveness and more.
- Accelerate evaluator speed to proficiency as a result of a modernized, drag and drop interface.

Agent Coaching Plan

Make agents lives easier with the ability to launch Quality Evaluation forms and Coaching packages from directly within the MAX agent interface!

Boost agent engagement

Happy agents create happy customers and reduce agent attrition.

- Improve and streamline agent experience with unified, real-time access to their quality performance and feedback from within the MAX agent interface.
- Empower your front-line with agent-centric features, like automated workflows to ask questions or dispute feedback, and the ability to conduct agent self-evaluations.
- Give agents access to best-practice examples with training and coaching material to improve the quality of their work.

Streamline administration

Administration and maintenance efforts are centralized within the unified, all-in-one CXone platform.

- CXone Quality Management is fully unified, providing easy access and streamlined administration across ACD and the entire CXone platform.
- Eliminate data synchronization issues and the need to install and maintain third-party ACD integrations.
- Recording data feeds are ready, out of the box.

About NICE inContact

NICE inContact works with organizations of all sizes to create extraordinary and trustworthy customer experiences that build deeper brand loyalty and relationships that last. With NICE inContact CXone™, the industry's most complete cloud customer experience platform, we enable an exceptional agent and customer experience—every time and on every channel.

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