

NICE inContact CXone Quality Management Pro

Elevate service with agent-centric quality

NICE inContact CXone Quality Management Pro 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.

The interface displays a 'Compliance Review' for agent Marco Admin, showing a score of 0.00 and a question: '2.1 Did the Agent properly acknowledge the caller?'. The dashboard below shows various metrics and charts, including 'QM - Evaluation and Coaching Trend' and 'QM - Agent Scoring'.

Agent	Score
Paola Crespo	100.00
Laura B	100.00
Marco Agular	91.67

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.

Boost agent engagement

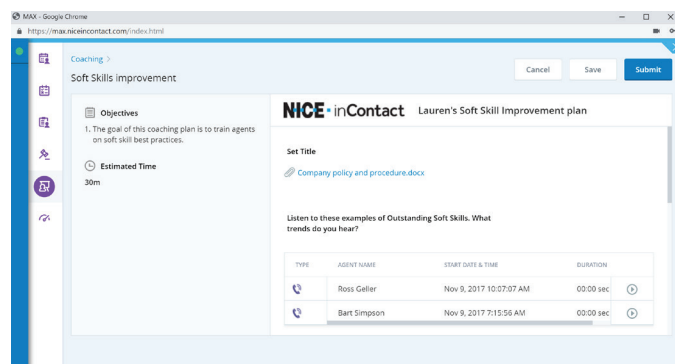
Happy agents create happy customers and reduce agent attrition.

- 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 Pro 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.



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

About NICE inContact

NICE inContact makes it easy and affordable for organizations around the globe to create stand-out customer experiences while meeting key business metrics. NICE inContact provides the world's #1 cloud customer experience platform, NICE inContact CXone™, built on an open cloud foundation that is flexible, scalable and reliable for enterprise, small business, government and business process outsourcers. NICE inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.

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