

# 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 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.

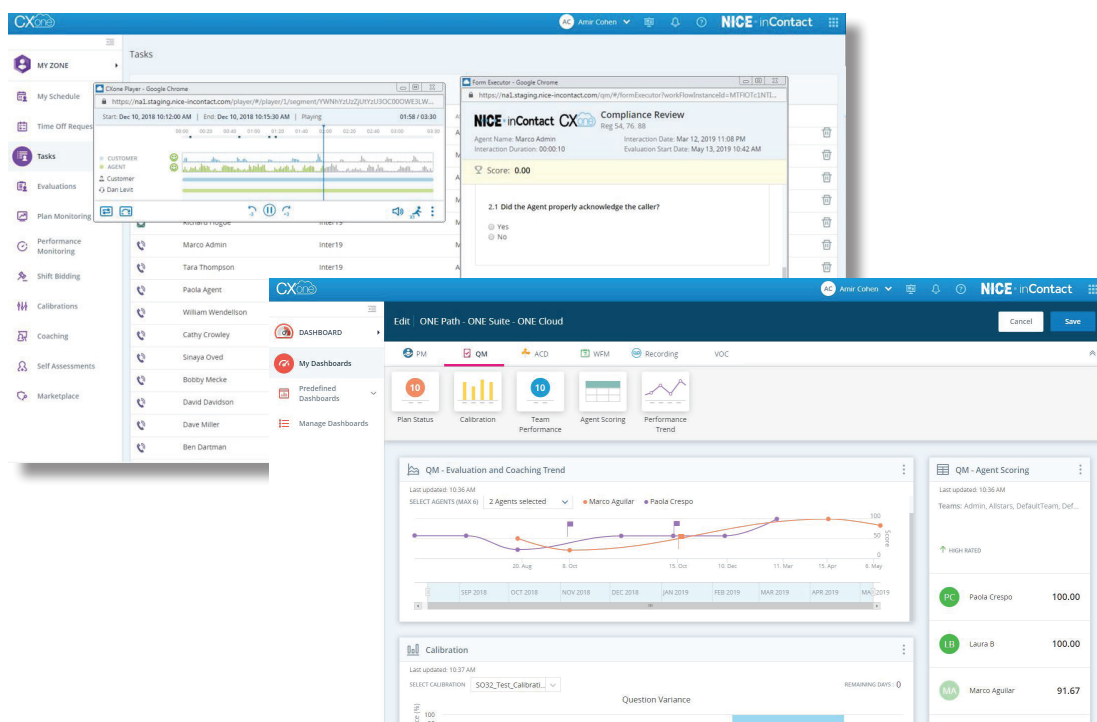
## Deliver a better and more consistent customer experience.

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 Workforce Optimization applications.



### 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.
- 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

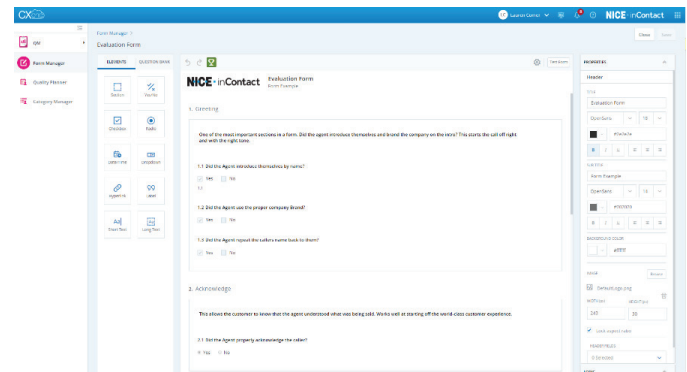
Happy agents create happy customers and reduce agent attrition.

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

### Protect and leverage existing investments

Seamlessly integrate QM in the cloud with over 40 on-premises PBX and ACD solutions, providing a flexible journey to the cloud.

- CXone Quality Management Pro is the optimal choice for contact centers looking to gain benefits of the cloud while maximizing existing on-premises investments.
- Delivers continuous updates with industry-leading features.
- With a hybrid cloud solution, realize benefits quickly with rapid deployment in days instead of months, and minimize ongoing IT support costs.
- Benefit from a complete Workforce Optimization solution with a clear path to fully transition your contact center to the cloud when your organization is ready.



### 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.

For more information, visit: [www.NICEinContact.com](http://www.NICEinContact.com)

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