NICE inContact CXone
Quality Management Analytics
Fast track your quality program. No army of experts required.

NICE inContact CXone Quality Management (QM) Analytics delivers a better omnichannel customer experience through targeted agent feedback. QM Analytics enables organizations to leverage automatic, granular analysis and categorization to more effectively pinpoint and evaluate interactions, keeping agents on message and out of trouble.

Analyzing each interaction based on category, sentiment, and user-defined keywords/phrases, delivering sophisticated analytical capabilities without an army of experts. These capabilities, coupled with simplified dashboards, fast track your quality program with fairer agent feedback in fewer evaluations.

Fast track your quality program

Simplify program management to reap immediate results.

- Easy incorporation of keyword categories into quality plans ensures that interactions identified for evaluation include desired themes, words and sentiment.
- Automatic categorization and easy customization provide insights without expertise and expense.
- Flexibly adapt QM Analytics to organizational needs with custom categories and company profiles.
- Get immediate answers to critical questions.

Keep agents on message and out of trouble

Ensure agents follow interaction engagement requirements and maintain compliance.

- Granular, pre-defined and customizable categorization allows supervisors to target specific interactions to evaluate.
- Create quality plans based on customizable keywords and identifiers to easily pinpoint and correct compliance issues.
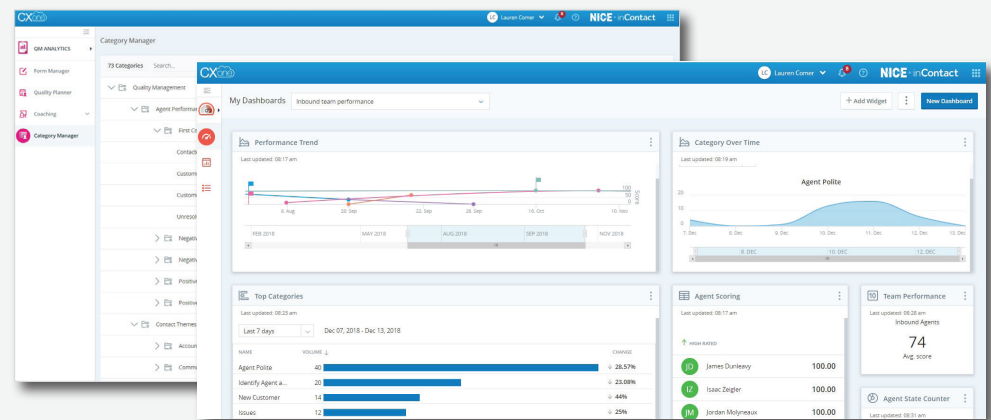
Deliver a better and more consistent customer experience

Unlock interaction content and sentiment insights to understand the customer experience, empowering quality processes that address service gaps.

BENEFITS

- Get better feedback with fewer evaluations
- Immediately identify and address agent behavior trends
- Gain a balanced perspective of agent performance
- Achieve NPS, CSAT and other customer experience objectives
- Execute more targeted evaluation plans

Quality Management Dashboards

- Target and evaluate interactions with specific sentiment or words/phrases to identify customer experience gaps and act with appropriate coaching and process changes.

- Gain a holistic view of the omnichannel customer experience through analysis and evaluation across channel types.

- See sentiment and category data and trends in customizable dashboards and drill in to understand the customer experience further by listening to/viewing transcript.

- Incorporate automated quality plans, ensuring completion of evaluations on interactions most impacting your customer experience.

Engage agents with fair feedback

Empower agent development and improve skill proficiency through fair and tangible feedback.

- Embedded analytics provide insight for fairer evaluation and coaching based on holistic agent performance across all interactions.

- Empower agents to see the sentiment related to their interactions at a glance.

- Give agents direct access to feedback and their own interaction trends through clear evaluations and intuitive dashboards.

- Quickly deliver directed agent feedback tied to specific actions to improve performance.

Protect and leverage existing investments

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

- CXone Quality Management Analytics 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 Engagement solution with a clear path to fully transition your contact center to the cloud when your organization is ready.