



# NICE Quality Central

Unify Your Quality Programs  
in a Single Application



Delivering consistent quality customer service is an imperative in today's customer-driven market, but it challenges even the most sophisticated organization. It requires the alignment of countless organizational functions across a variety of channels, yet a single problem – an unforeseen backlog, a computer glitch, an undertrained employee – can undermine a customer relationship in an instant.

Contact center executives understand the value of quality management to drive agent engagement, boost efficiency and deliver greater customer satisfaction. In fact, in a recent survey by Gatepoint Research, contact center executives said they believe quality management provides a powerful competitive advantage, above any other workforce optimization tool. It can elevate agent performance and, in turn, the customer experience.

NICE Quality Central™ provides a single, holistic approach to quality management, ensuring that processes and agents' performance align with business initiatives in the modern multi-channel enterprise. It provides the flexibility to automate and customize all of your quality processes to deliver greater efficiency and uncover actionable insights that improve agent engagement and customer satisfaction.

## Business-Driven Results

NICE Quality Central helps call centers improve key metrics across the board:



DECREASE  
average handle time by  
**10%-30%**



DECREASE  
hold time by  
**5%-25%**



INCREASE  
customer satisfaction by  
**15%-40%**



INCREASE  
first call resolution by  
**15%-40%**



IMPROVE  
sales effectiveness by  
**10%-20%**

# Achieve Next-Generation Quality Management

NICE Quality Central is:



Independent of call recording and other platforms, simplifying access to new features and reducing risk of data loss.



Evaluate any data source or channel, unifying all quality processes in a single application.



Provide end-to-end quality automation with 100 percent customization of workflows.



Personalize with the ability to segment data for custom reports and individualize dashboards.



Integrate with NICE Recording, Interaction Analytics, Workforce Management, Voice of the Customer and Performance Management solutions.

## Save Time and Resources to Increase ROI

Traditional quality management applications are tightly linked to a specific recording solution. Replacing or upgrading one service nearly always meant disrupting and changing the other. This inherently caused lengthy upgrade timelines, increased cost and delay in achieving the necessary ROI to offset the cost of the upgrade. In today's compliance-driven recording environment, such disruptions are unacceptable – organizations simply can't risk recording loss or downtime.

NICE Quality Central eliminates those risks. As a standalone application, it functions and updates independently of your recording platform. Its efficiency adds further value, with the ability to manage, monitor and execute all quality processes in a single application.

# Gain a Holistic View of Quality: Any agent. Any channel. Any source of work.



## Evaluate Omni-Channel Agents

Customer demand to interact with contact centers using various channels has caused the quality evaluation process to become more complex than ever before. Today's organizations typically use a solution to ensure quality for some of their channels but are forced to neglect or use paper checklists for others, which paints a fragmented view of customer experience and agent performance. Quality Central can incorporate any interactions, from all sources of data, into one evaluation process to deliver a more holistic view of both the customer and agent journey.



## Unify Front and Back Office

Quality Central lets you evaluate an agent's performance from all angles, unifying front and back offices. It allows you to evaluate customer interactions across multiple channels, from calls, email or chat to claims processes, follow-up work and compliance auditing, for a comprehensive, end-to-end view of quality within your organization.



## Consolidate Multiple Data Sources

The Quality Central interface consolidates data from phone calls, chat, email and back-office functions. Agents and managers alike are able to access this data and manage their daily tasks and objectives from a single application.





# Boost Efficiency by Automating All of Your Quality Processes

Automate and customize quality processing and maximize operational efficiency with quality management tools.



## Workflows

Quality Central's out-of-the-box workflows simplify quality processes such as calibration, agent self-assessment and audit-the-auditor. The ability to customize all workflows allows you to create plans that assign work automatically, regardless of your organization's unique needs.

Automated alerts for work items approaching their due date allow you to meet strict policies, and an automated evaluation dispute process enables easy routing of disputes and resolutions to agents and supervisors. The audit-the-auditor function ensures that quality evaluators are following process and procedures. It provides checks and balances to ensure that your quality evaluators are calibrated using the standards and criteria that are critical to achieving an unbiased review process.



## Forms

Versatile forms can be customized, automated and transformed into actionable coaching opportunities for agents. Evaluators value Quality Central's help tips on scoring practices and automatic backups and versioning, which eliminate wasted time and protect their work. They can create forms in advance and schedule an automatic release date for added convenience.



## Reporting

NICE Quality Central's reporting is dynamic and flexible, with the ability to customize reports with more than 200 data points. Supervisors can draw on a rich collection of standard reports or create their own. Reporting dates and time metrics can be scaled and customized using fiscal or calendar year options.



## Coaching

Quality Central allows supervisors to send personalized coaching feedback – links to knowledge resources, instructions and due dates – with the click of a button. Then they and the agent can track subsequent performance directly from the team's dashboard.



## Engage and Empower Employees

Employee satisfaction is directly correlated with customer satisfaction metrics. Quality Central promotes employee engagement by driving insight, enabling coaching and fostering collaboration, from agent to evaluator to supervisor.

### Personalized Dashboards

**MANAGERS** and supervisors need constant access to their teams' latest trends, performance indicators and workflow plans. Customizable dashboards and reports evaluate performance for groups, specific teams or individual agents. Supervisors can assign training, reference knowledge management resources or send a coaching package based on these insights.

**AGENTS** feel empowered when they are able to monitor their progress. The user-friendly dashboards help them review evaluations and goals, compare their performance to peers and even conduct self-evaluations for collaborative coaching.

### Voice of the Employee Programs

Take advantage of your employees' front-line customer interactions and feedback on process improvements through "Voice of the Employee" programs. Customize workflows to systematically collect and report on feedback from team members. Making employees stakeholders in process improvements can lead to higher morale and reduce turnover.

### Increased Collaboration

Quality Central empowers your teams to work together in a more purposeful way to improve customer service and eliminate operational challenges. Evaluators can view their work item queues as well as those of their peers to easily identify trouble spots and prioritize tasks. Access to all work items encourages collaboration and promotes efficiency and ownership.



# Integrate Your Quality Programs with the NICE WFO Suite

Quality Central integrates with NICE workforce optimization solutions, aligning employee engagement and operational excellence across all customer service operations.

## NICE Recording

Although Quality Central is an independent application, users of NICE Recording still realize all of the benefits of a quality program tied to the recording platform, such as single-point-of-user administration, point-and-click playback of calls, viewing of chats and emails, and links to call recordings from forms and reports. For convenience, supervisors can launch Quality Central's evaluation form directly from within the recording platform.

## Analytics-Powered Quality Central

Analytics-enabled quality uses speech and/or desktop analytics to automate the process of identifying calls that require management attention - for both remediation and praise. Nexidia Analytics classifies 100 percent of interactions for evaluation, as opposed to a sample that may not be large enough to get a complete view of an agent's performance. It automatically identifies and categorizes calls that are non-compliant or that negatively affect a company's brand, such as a "Repeat Call." This helps to quickly identify agents in need of coaching. Quality Central allows your organization to easily focus on these interactions for the monitoring and coaching process, driving more significant results in a shorter timeframe.

NICE Auto Scoring brings interaction analytics insights into the quality evaluation process in a whole new way. Questions on the evaluation forms are automatically answered when a given interaction meets (or fails to meet) designated KPI or agent script criteria. This is a savings in processing time, allowing more customer contacts to be evaluated.

## Voice of the Customer (VOC)

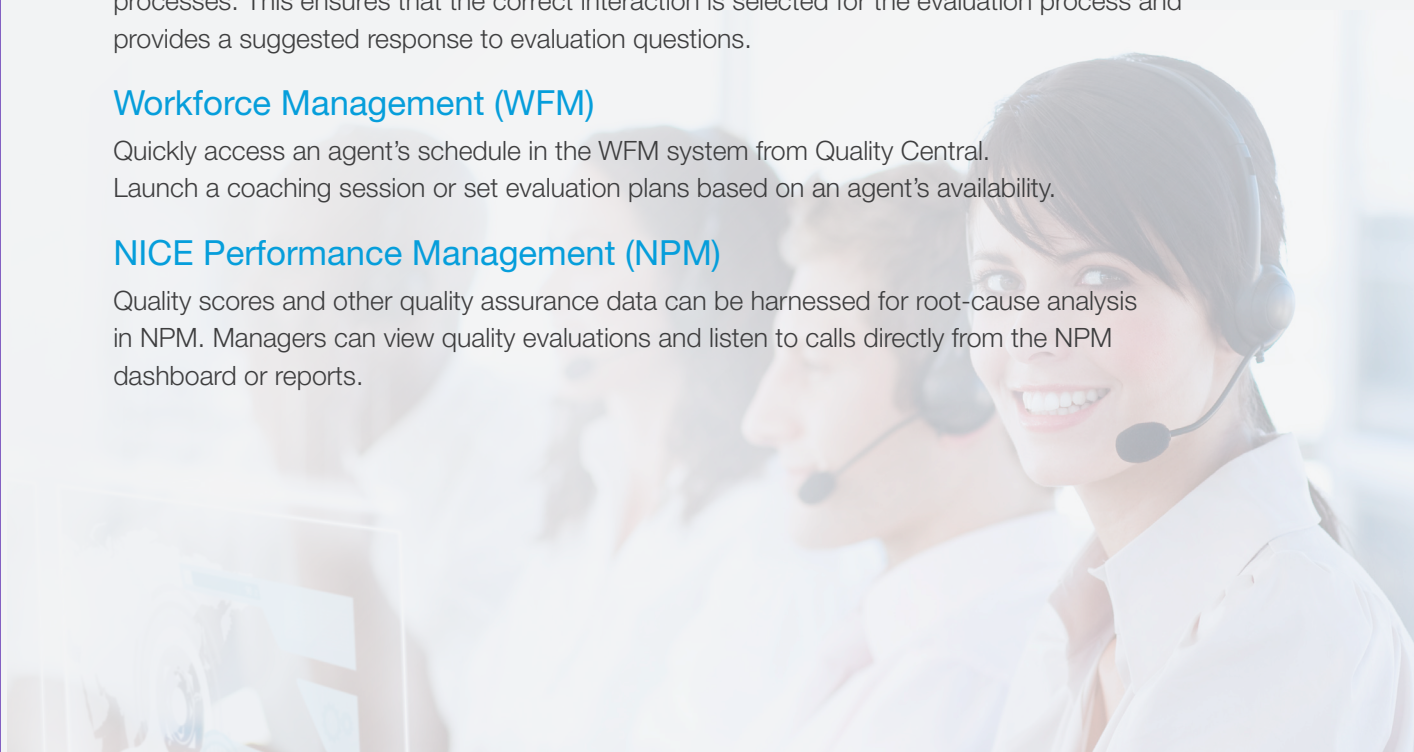
Leverage your Voice of the Customer results to drive your quality programs. Survey results from NICE VOC are attached to interaction data and can be used to drive quality and auditing processes. This ensures that the correct interaction is selected for the evaluation process and provides a suggested response to evaluation questions.

## Workforce Management (WFM)

Quickly access an agent's schedule in the WFM system from Quality Central. Launch a coaching session or set evaluation plans based on an agent's availability.

## NICE Performance Management (NPM)

Quality scores and other quality assurance data can be harnessed for root-cause analysis in NPM. Managers can view quality evaluations and listen to calls directly from the NPM dashboard or reports.





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## About NICE systems

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.

[www.nice.com](http://www.nice.com)