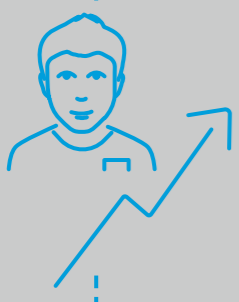


How to Meet the Top Contact Center Quality Management Challenges

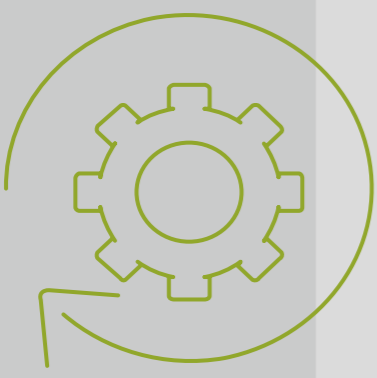
ICMI & NICE Benchmark Research Survey

57% of contact centers monitor email for quality



Take advantage of new omnichannel quality monitoring solutions that support email, chat, social media and other interactions and transactions to ensure a positive customer experience.

42% monitor for quality manually



Reduce inefficiency and human error by automating the quality process – from interaction selection to coaching.



55% of contact centers do not use analytics in quality management



Gain insight into sales effectiveness, customer satisfaction, compliance and more with analytics-powered quality management that consolidates all contact center channels into a single solution.

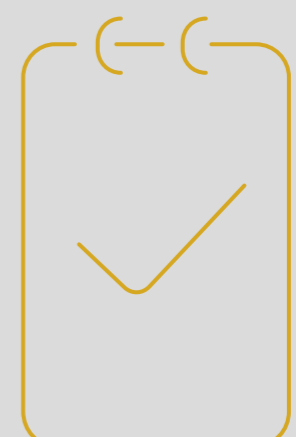


Contact centers target 7 evaluations per agent per month on average

Reduce the time and resources required to meet your monthly goals with a quality monitoring solution powered by analytics that classify 100 percent of interactions for evaluation and enable auto-scoring.



6% of contact center leaders say agents think QA helps them succeed



Engage agents with improved transparency and insights from all channels with their own quality performance dashboards.

[Download the full report - Modern Standards for Managing Contact Center Quality, ICMI Benchmark Report](#)

NICE Quality Central unifies fragmented, disconnected quality programs with different data sources into a single application that automates all omnichannel quality operations, from evaluation to feedback. When powered by analytics, 100 percent of the interactions and transactions are monitored for quality, delivering greater efficiency and uncovering actionable insights that improve agent engagement and customer satisfaction.

For more information, visit the [NICE website](#)