Together, they're better.
NICE Quality Central +
Nexidia Analytics.
Faster insights. Better outcomes.

NICE Quality Central
Powered by Nexidia Analytics—Better Together

Align Quality Processes

The contact center continues to evolve, with new contact channels, skill set requirements and elevated customer expectations transforming how leaders monitor, measure and improve quality. Contact centers are challenged by inefficiencies in their quality assurance programs.

- Manual processes are time consuming and often provide little insight.

- Random selection of interactions to be evaluated can lead to minimal measurable difference.

- A lack of timely feedback may result in agent disengagement.

Monitoring anything less than 100 percent of interactions can lead to samples that are unrepresentative of the total population, causing you to miss key opportunities for training or growth. NICE Quality Central powered by Nexidia Analytics overcomes these challenges, for more effective, efficient quality management that enables you to truly align quality processes to your most critical business initiatives.

Drive Business Results

NICE Quality Central helps call centers improve 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%

Faster Insights, Better Outcomes

Together, they're better.
NICE Quality Central + Nexidia
Analytics. Faster insights.
Better outcomes.

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 Nexidia Analytics, a best-in-class text and speech analytics platform, it captures, sorts and scores 100 percent of agents' interactions on every channel for accurate performance metrics and results tracking. Because all interactions are analyzed, quality teams and supervisors can spend more time on targeted monitoring and coaching that will result in better outcomes for their business.

The solutions work seamlessly together on a common platform with a single user interface that enables users to more quickly operationalize data to support their quality assurance initiatives. A unified scorecard provides actionable insights and continuously monitors agent and team performance against key metrics. These insights are gained using Neural Phonetic Speech Analytics™ integrated with text channel analytics, AI-based sentiment scoring, talk and non-talk time, chat response time measurement, and more.

Monitor What
Matters Most

Move from random quality monitoring to evaluating higher-value interactions that have a greater impact on your business initiatives. With 100% interaction analysis, you can be confident that all opportunities to improve performance are uncovered.

Leverage speech and text analytics to categorize interactions such as customer experience or sales effectiveness.

Automate the interaction or transaction evaluation process for each metric.

Build a scorecard with metrics that are important to your business and track them in a personalized dashboard.

Identify performance outliers quickly and deliver targeted coaching with an automated tool.

View and drill down into the detail on each metric, submetric (which rolls up to top-level KPIs) and agent performance within each category.

Quality Central powered by Nexidia Analytics enables you to fully align your quality programs with your organization's business initiatives. Create process improvements and monitor your progress with a dashboard that reflects your organization's specific goals, such as:

Increase customer satisfaction and retention: Leverage speech analytics to capture caller sentiment. Identify satisfaction levels and provide targeted coaching, training or kudos. Measure the results.

Improve sales effectiveness: Identify closed sales opportunities through CTI events or by using speech and text analytics to identify phrases such as "thank you for your order." Incorporate them into best practices and training.

Reduce operating costs: Increase first-contact resolution by targeting the originating interaction of a repeat contact to identify broken processes and coaching opportunities.

Boost agent productivity: Decrease average handle time or hold time for each interaction with targeted coaching on long calls.

Ensure financial and regulatory compliance: Achieve full visibility into script adherence and prevent agent breaches through real-time monitoring of all customer interactions.

Enhance coaching effectiveness: Deliver near real-time coaching with dashboard alerts of performance trends.

Improve agent retention: Empower agents to improve their performance with self-help tools. Provide a mechanism for suggesting process improvements or collecting agent feedback on their performance.

Discover Hidden Trends & Take Action

You don't always know what you're looking for until you find it. A typical quality team randomly samples two to seven interactions per agent per month. As the volume of interactions increases, it becomes increasingly difficult to identify emerging trends that can affect contact center performance, yet the monitoring and resources remain at the same level.

The Nexidia Analytics early discovery functionality reveals what you don't know to look for – the emerging issues, trends and topics that merit quality monitoring. Users can navigate through word clouds to understand the relationships between topics, and the relative occurrence of these topics, to determine root cause based on speech or text inputs. Neural Phonetic Speech Analytics™ combines the strengths of Automatic Speech Recognition (ASR) and phonetic indexing to yield highly accurate results. Quality Central workflows automatically distribute these interactions for evaluation, calibration and coaching.

Tailor Quality Management to Your Specific Needs

NICE Quality Central provides the flexibility to automate and customize all of your quality management processes to deliver greater efficiency and uncover actionable insights.

Workflows

Out-of-the-box workflows simplify quality processes such as calibration, evaluation disputes, agent self-assessment and audit-the-auditor. Workflows can be customized with a drag-and-drop visual tool to meet your specific compliance and audit needs.

Forms

Versatile forms can be customized, automated and transformed into calibration requests or actionable coaching opportunities for agents. Multiple interactions or transactions can be associated with a single evaluation form to provide better insight into multi-skilled agents. Hyperlinks with guides can help evaluators complete the form with consistency.

Reporting and Dashboards

Flexible, customizable reporting allows you to filter and view data according to your specific needs and easily distribute these reports to all stakeholders. Customizable dashboards allow you to track KPIs, and submetrics enable you to determine what you want to measure, and how.

Coaching

NICE Quality Central allows supervisors to send personalized coaching feedback, including links to knowledge resources, instructions and due dates, with the click of a button. Supervisors can easily evaluate coaching effectiveness right from their dashboards.
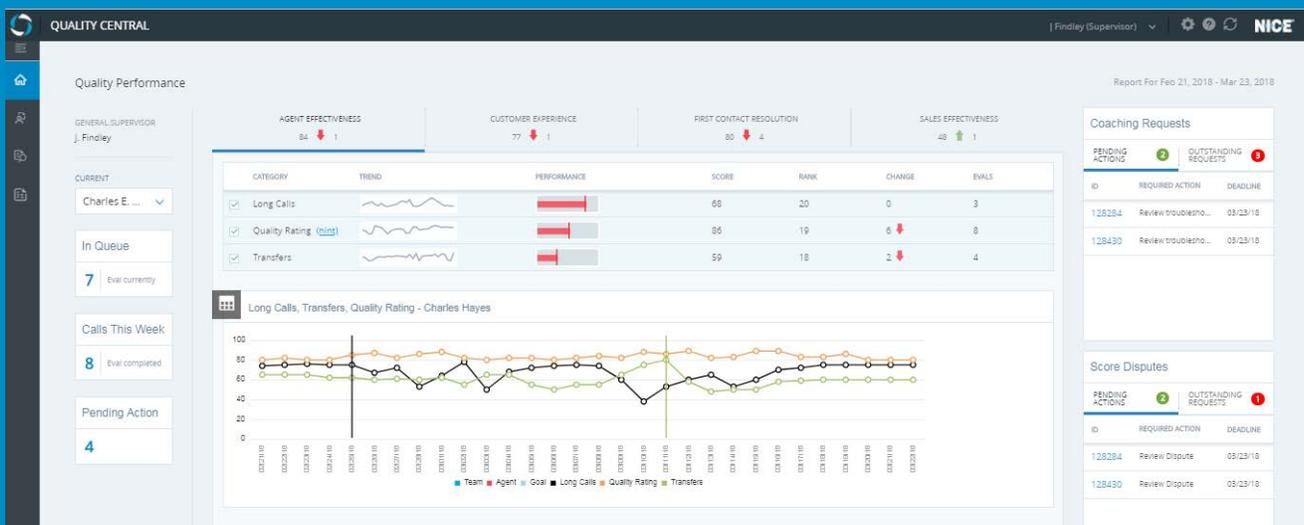
Accelerate Quality Monitoring

NICE Quality Central delivers increased speed to insight, setting a new standard for accurate, real-time omnichannel quality management.

Autoscoring

Bring interaction analytics insights into the quality evaluation process in a whole new way. Questions on the evaluation forms are automatically answered and scored when a given interaction meets (or fails to meet) designated KPI or agent script criteria. This reduces processing time, allowing more customer contacts to be evaluated, and provides consistency in the evaluation process.

Compliance

Easily align quality processes with highly-regulated business initiatives. Flag interactions that do not meet compliance with confidence using 100% interactions analytics. Customize your workflow so non-compliant interactions are immediately reviewed for quality. Automatically escalate interactions that are not immediately followed up on.

Targeted Listening

Save time for evaluators by using speech analytics to direct the evaluators to the segment of the recorded conversation that needs to be reviewed.
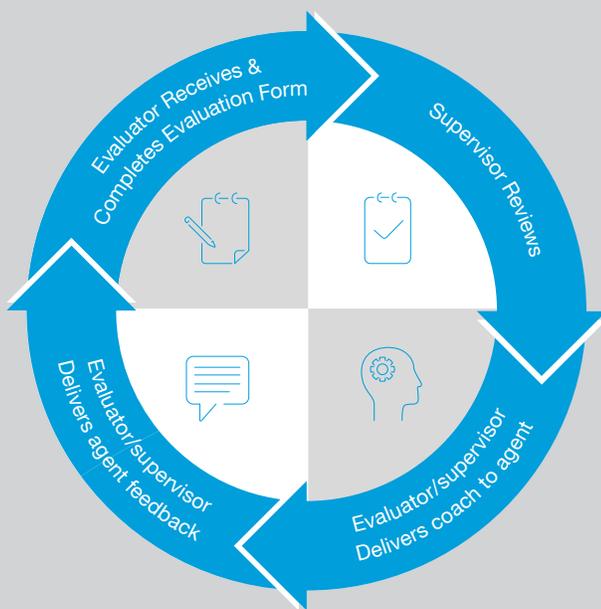
Create a Data-driven Customer Service Culture

NICE Quality Central promotes employee engagement with improved transparency and insights from all channels. Interaction analytics enable you to understand and drive agent performance and process improvement. With tools to personalize, automate and adapt guidance, coaching and self-assessment, Quality Central delivers greater employee and customer satisfaction.

- Effective, data-driven coaching with access to best practice libraries

- Personalized performance dashboards

- Agent self-evaluations or the ability to request a rescore on an evaluation

- Opportunities for agents to request coaching

- Voice of the Employee programs with a 360-degree feedback form that encourages agents to provide feedback on the quality process or their performance

- Increased collaboration between evaluators, agents and supervisors

Traditional Approach to Quality Management

Evaluator Receives & Completes Evaluation Form

Supervisor Reviews

Evaluator/supervisor Delivers coach to agent

Evaluator/supervisor Delivers agent feedback

A New 360 Degree Approach to Quality Management

Agent receives feedback on interaction

Supervisor/evaluator and agents calibrate on process

Supervisor/evaluator reviews feedback

Agent completes an evaluation form on process

About NICE

NICE (Nasdaq: NICE) is the worldwide leading provider of both cloud and on-premise enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 22,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions.

www.nice.com