Achieve greater operational efficiency and engage employees with end-to-end quality management automation.

As consumers become savvier and more connected, the nature of quality—and your ability to provide it—is constantly changing. Today's fast-paced marketplace calls for a simple, flexible tool capable of evolving as quickly as your organization does.

NICE inContact CXone QM Pro delivers the power of an innovative quality management solution without the complexity of a large, traditional on-premise system. It offers a scalable, cloud-based system with rich, intuitive tools that simplify how you manage your quality processes.

NICE inContact CXone QM Pro works in any contact center environment to uncover actionable insights, enabling you to act smarter and respond faster to changing quality management needs.

NICE inContact CXone QM Pro Delivers Immediate Value

- **Simplicity** - Create, distribute and automate quality and coaching plans with ease.
- **Transparency** - Empower agents to work toward a common goal with access to their performance, assessments and interactions.
- **Flexibility** - Customize forms, workflows and dashboards to your unique needs.

A Quality Management Solution Designed with the User Experience in Mind:

- Implementation in mere minutes.
- An easy, intuitive user interface designed to minimize training requirements.
- Continuous delivery of features and benefits.
- No need to install and maintain hardware or software.
Optimize Quality with NICE inContact CXone QM Pro

Simple, Intuitive Forms. Drag and drop with a form builder to create branded tools. Tap into a question bank, write your own or design custom conditional questions. Score or rank agents using the same set of criteria and link to guidelines for evaluators.

Efficient Workflows. Randomize call selection for evaluation. Focus evaluations on your business needs and KPIs rather than on a QM checklist. Automate alerts and workflows for evaluations, disputes, calibrations and coaching.

Effective Coaching. Deliver coaching based on a single interaction or on trends that will affect business-driven KPIs. Easily distribute materials, including links to knowledge-bases, videos and best practices. Engage and empower your agents with manager- or self-initiated assessments. When used with NICE inContact CXone WFM Pro, auto-schedule coaching when your agents are available.

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Powerful Dashboards. Give agents insight into personal and group performance with dashboards and reports. Evaluators work more efficiently with a single task list view of all work items that can be sorted and filtered based on priorities. Managers can compare scores, view long-term trends, distribute workload and easily determine whether evaluators are on track for meeting their agent or group's evaluation quotas.

With NICE inContact CXone QM Pro You Can

Evaluate interactions across multiple channels. Enhance the customer experience by gaining a more holistic view of the modern multichannel customer experience.

Minimize training. Get started quickly with NICE inContact CXone QM Pro, which was designed with intuitive processes to minimize training and deployment time.

Achieve transparency. Empower agents with access to their performance, assessments and interactions to drive performance toward a common goal.

Maximize your workforce optimization suite. Gain greater visibility into agent scheduling adherence and insight into performance trends.

Optimize coaching. Base coaching on interactions or KPI-driven trends and engage employees with insight into performance and best practices.

Realize the benefits of a cloud-based solution. Achieve faster ROI and easily adjust to seasonal fluctuations or changes in business volume.

Schedule a demonstration and let us show you the next generation of quality management software.

About NICE

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/websites/cxone-wfo