Quality Management
for Midsized Contact Centers

Raise the bar for interaction quality and achieve it

The question of "quality" as it relates to customer experience can be incredibly subjective. But with NICE Uptivity Quality Management, contact centers set the bar for quality customer experiences and ensure agents are reaching that bar. Take quick action to realign people and systems to get back on track fast. Uptivity QM Quality Management helps you monitor the quality of your contact center without sacrificing time or resources—whether you have a few agents, or a few hundred.

### The right tools to effectively evaluate and improve

Provide your QA and management staff a clear way to evaluate employee performance, ensure adherence to corporate procedures, maximize staff productivity and deliver on customer expectations. Our Quality Management solution gives you the proven support of:

- Agent evaluations, self-evaluations and the ability to calibrate

- Simultaneous, playback-synchronized call and screen recordings for easy scoring

- Flexible, easy-to-use form builder to create custom evaluation forms in minutes

- Detailed reporting and insights to enable informed decisions

- A library of standard QM reports and the ability to create and share customizable reports

Monitor What Matters Most

Uptivity Quality Management comes with a diverse range of reporting options, allowing you to quickly and easily monitor center performance and optimize service levels. Powerful, ready-to-use reports help you spot trends as they emerge, at the group or individual agent level and provide increased staff development.

Quickly identify your top performers so you can retain highly skilled and motivated agents. Use their interaction recordings to hone in on specific skills development and strengthen your internal coaching efforts for underperforming team members.

| Reporting | Training Materials | Tracking | Staff Success |
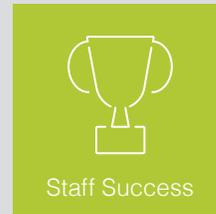
Drill down into meaningful data

Use the Quality Management reporting engine to dive deep into your data, spotting performance trends at each level of your organization.

- Leverage calibration reports to collaborate and establish consensus on QM criteria and evaluations

- Filter your reports by date range, groups/departments, agents, or managers/supervisors

- Use form-level summaries, calibration tables, section-level details and question-level details to build meaningful analytics reporting.

Real-time feedback for real-time agent development

NICE Uptivity Coaching—an integral component of Uptivity QM—enables you to equip your staff with knowledge and training for personal growth and success. Improve agent self-awareness and drive consistent performance through:

- Customized curricula and training materials based on performance role or group

- A variety of training material formats (videos, recordings, documents, slide shows and more)

- Simple categories for creating and organizing content libraries

- Tracking and reporting capabilities to verify completed training and improve agent engagement

Elevate your quality efforts in the cloud

NICE inContact CXone QM Pro offers a hybrid approach to intuitive, simplified quality management. Achieve operational, cost and IT resource efficiencies with a scalable, cloud-based solution, while recording your ACD/PBX data on-premises and in line with current compliance requirements.

Learn more about our Workforce Optimization (WFO)
solutions for midsized contact centers at **www.NICEUptivity.com.**