



Optimize Quality in the Cloud

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With NICE CXone QM, end-to-end quality assurance goes far beyond a simple checklist.

Your contact center's survival depends on its ability to deliver the highest quality customer experience. As today's consumer becomes savvier and more connected, the nature of quality – and your ability to provide it – is constantly changing. To stay ahead, your quality management processes need to evolve beyond simple manual spreadsheets and pencil-and-paper checklists.

Effective quality assurance often encompasses the ability to understand and connect a complex set of relationships embodied in countless touchpoints and interactions. Large, traditional on-premise quality management solutions have been proven to capture and improve performance across the enterprise, but they often require substantial cost, maintenance and time investments. Today's fast-paced marketplace calls for a middle ground – a simple, flexible tool capable of evolving as quickly as your organization does.

NICE CXone QM delivers the power of an innovative quality solution without the complexity. The system empowers your organization by automating the quality management process without the hardware investment, annual maintenance and upgrade hassles typically associated with an on-premise solution. Instead it offers a scalable, cloud-based system with a rich, intuitive set of tools that simplify and streamline how you manage your quality processes.

NICE CXone QM works in any contact center environment to uncover actionable insights that empower your employees to align their efforts towards a common goal. It's a new level of transparency and control, enabling you to act smarter and respond faster to changing quality management 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 CXone QM

### 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

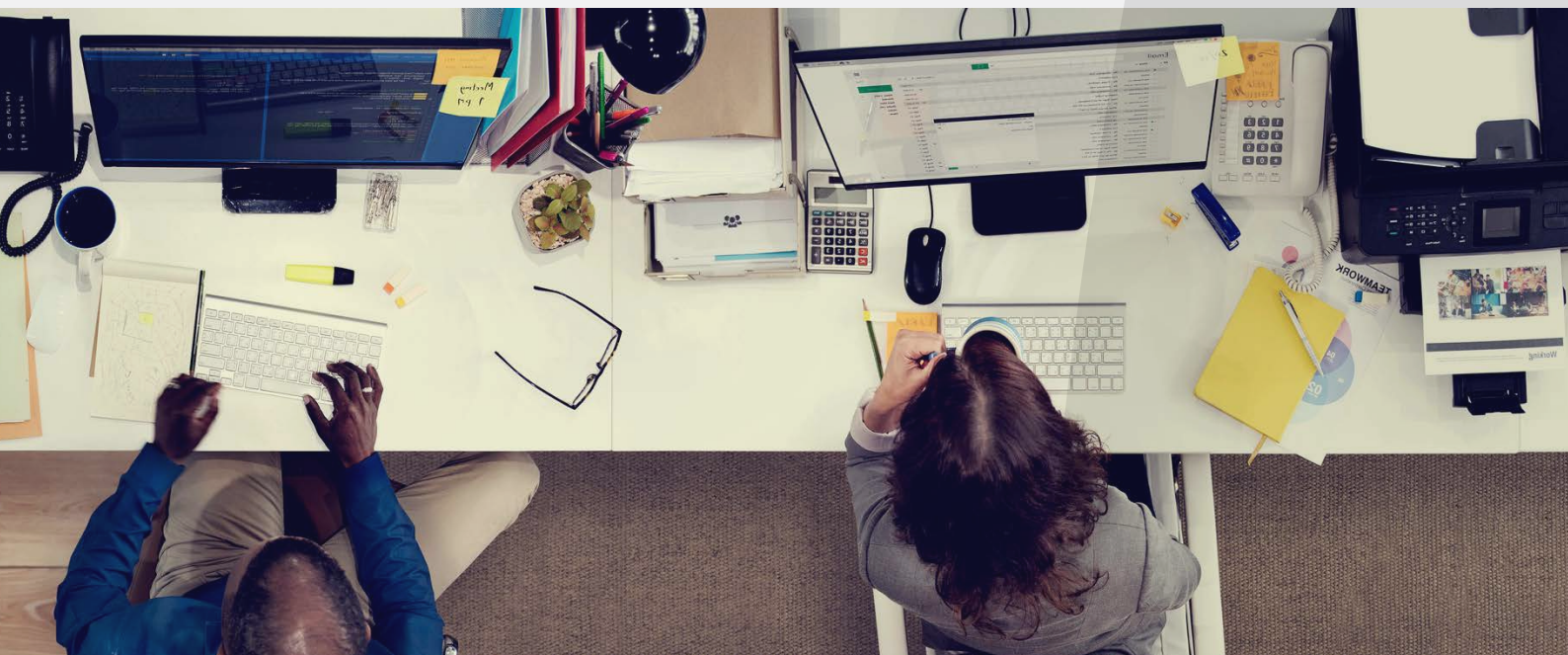
Randomize call selection for evaluation. Focus evaluations on your business needs and KPIs rather than on a QM checklist. Automate alerts and workflows for evaluations, disputes, calibrations and coaching.

### 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 CXone WFM, auto-schedule coaching when your agents are available.

### 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.







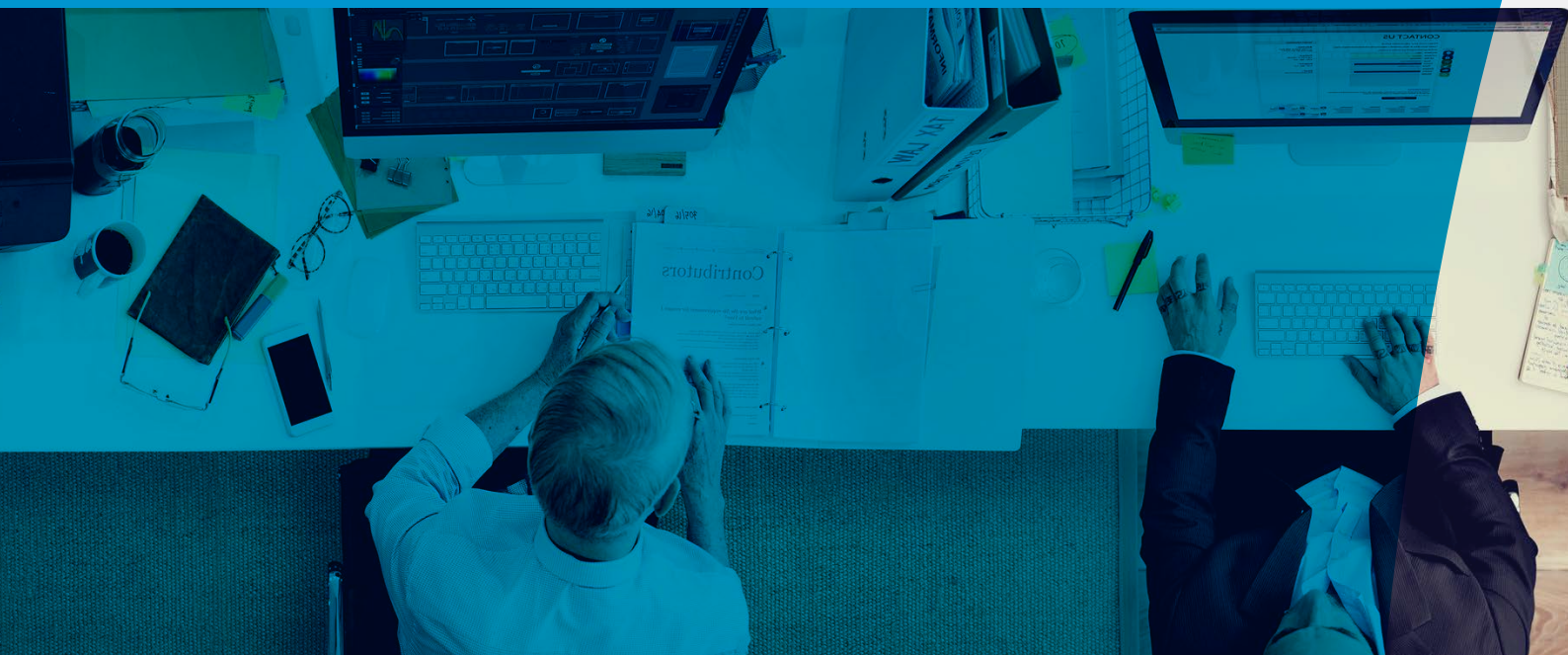
## NICE CXone QM Delivers Immediate Value

- **Simplicity** - Configure less, achieve more
- **Flexibility** - Integrate and Customize to fit your needs
- **Transparency** - Empower through performance insight



## With NICE CXone QM You Can

- **Evaluate interactions across multiple channels.** Enhance the customer experience by gaining a more holistic view of the modern multichannel customer experience.
- **Achieve transparency.** Empower agents with access to their performance, assessments and interactions to drive performance toward a common goal.
- **Optimize coaching.** Base coaching on interactions or KPI-driven trends and engage employees with insight into performance and best practices.
- **Minimize training.** Get started quickly with NICE CXone QM, which was designed with intuitive processes to minimize training and deployment time.
- **Maximize your workforce optimization suite.** Gain greater visibility into agent scheduling adherence and insight into performance trends.
- **Realize the benefits of a cloud-based solution.** Achieves faster ROI and easily adjust to seasonal fluctuations or changes in business volume.



Are you ready to move your contact center beyond manual quality assurance processes? 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](http://www.nice.com/websites/cxone-wfo)