

# NICE inContact CXone

## Quality Management Pro

Simplify the interaction evaluation process

CXone Quality Management Pro is an easy-to-use, agent-centric quality management solution unified with the CXone platform that improves the customer experience and reduces administrative effort. Automated delivery of interactions to evaluators and simplified dashboards reduce the effort to evaluate. Coaching planning, tracking, and library provide additional support for improving agent performance. Organized calibration workflows enable organizations to achieve an effective balance between operational requirements and agent empowerment. Modernized Form Designer with an easy access question bank and automatic form versioning minimize effort to create and manage custom evaluation forms. Unified with NICE inContact CXone, administration is centralized and simplified.

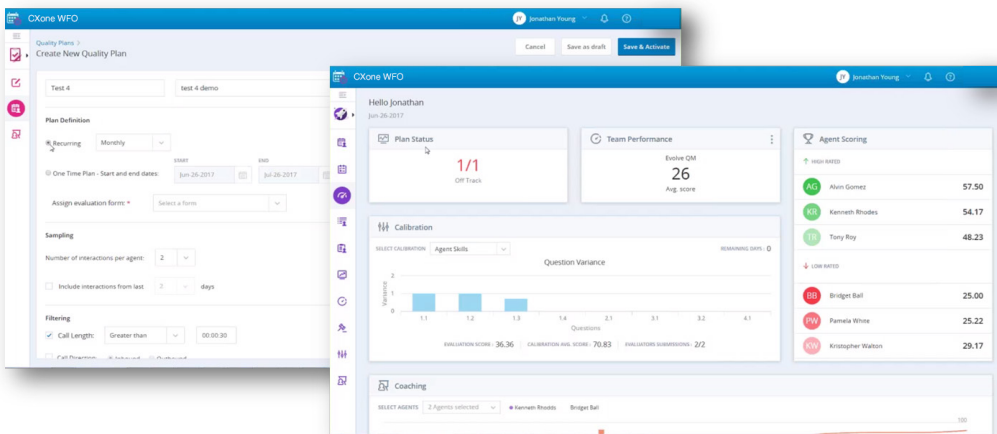
### Deliver a better customer experience

Understand the experience your customers receive and where it can be improved with an easy to use evaluation and review process.

- Create custom evaluation forms with our simplified Form Designer complete with an easy to use question bank
- Ensure your evaluators are scoring calls consistently with a defined Calibration workflow
- Quality Planner automatically delivers interaction to evaluators for greater efficiency

### BENEFITS

- Expedite the ROI by evaluating more interactions per agent with the same resources
- Achieve your NPS, CSAT and other customer experience objectives
- Minimize training effort and time as a result of a modernized intuitive interface
- Increase the level of personal ownership and engagement of your agents
- Eliminate data synchronization issues and the need to install and maintain third-party automatic contact distributor (ACD) integrations



### Reduce evaluation effort

Intuitive interface reduces time to proficiency and reduces the time and effort to manage the evaluation process.

- Simplified user interface eases the learning curve for new users.
- Reduced training requirements allow for users to become proficient faster.
- Provide agents with easy access to review evaluated interactions.
- Automatic versioning to support greater awareness and control over evaluation form versions.

### Improve agent engagement

Happy agents stay in the company and create happy customers.

- Give your agents easy access to feedback through a quality management portal.
- Empower agents with workflows to ask questions or dispute feedback attached to their reviewed calls.
- Give agents access to best-practice examples or training and coaching material to improve the quality of their work.
- Agent-centric features provide the tools necessary to transform your agents into their own performance managers with our automated feedback process, agent friendly dispute workflow, agent self-evaluations and coaching packages.

### Streamline administration effort

Fully unified with CXone, administration and maintenance efforts are centralized to minimize effort by providing an all-in-one solution.

- CXone Quality Management Pro is fully unified with the CXone platform and provides easy access and administration of the CXone Automatic Contact Distributor (ACD).
- User configurations are always in sync across products by using a single data repository.
- Recording data feeds are ready, out of the box.

### About NICE inContact

NICE inContact makes it easy and affordable for organizations around the globe to create stand-out customer experiences while meeting key business metrics. NICE inContact provides the world's #1 cloud customer experience platform, NICE inContact CXone™, built on an open cloud foundation that is flexible, scalable and reliable for enterprise, small business, government and business process outsourcers. NICE inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.

For more information, visit: [www.NICEinContact.com](http://www.NICEinContact.com)

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