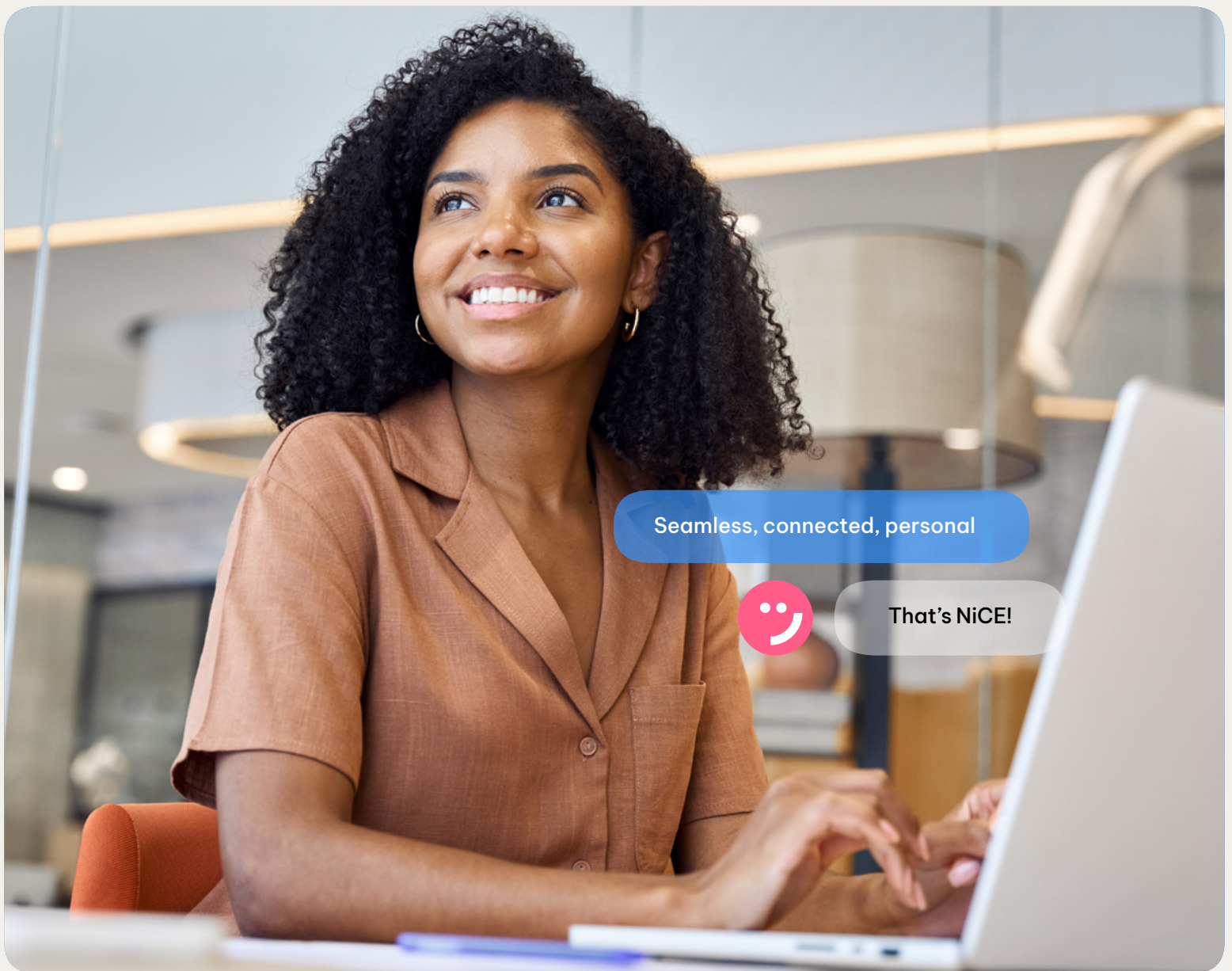


**NiCE**

# NiCE Quality Central

Providing all quality  
and audit needs in one place



Seamless, connected, personal



That's NiCE!

## Take your quality program to the next level



Exceptional customer service is essential to staying competitive in today's market. To deliver it, organizations need to adopt a holistic approach to quality management that delivers greater customer satisfaction and more efficient business processes.

Advanced quality programs are driving success by leveraging AI and analytics to automate quality processes, evaluate interactions across touchpoints and channels, and gain deeper insights into areas for coaching and performance improvement. Together, these capabilities reduce manual effort, empower stakeholders, and ultimately elevate the customer experience.

“

**Quality Central has proven its value—saving us time, reducing costs, and improving customer satisfaction—all within a matter of months.”**

**Quality Manager**

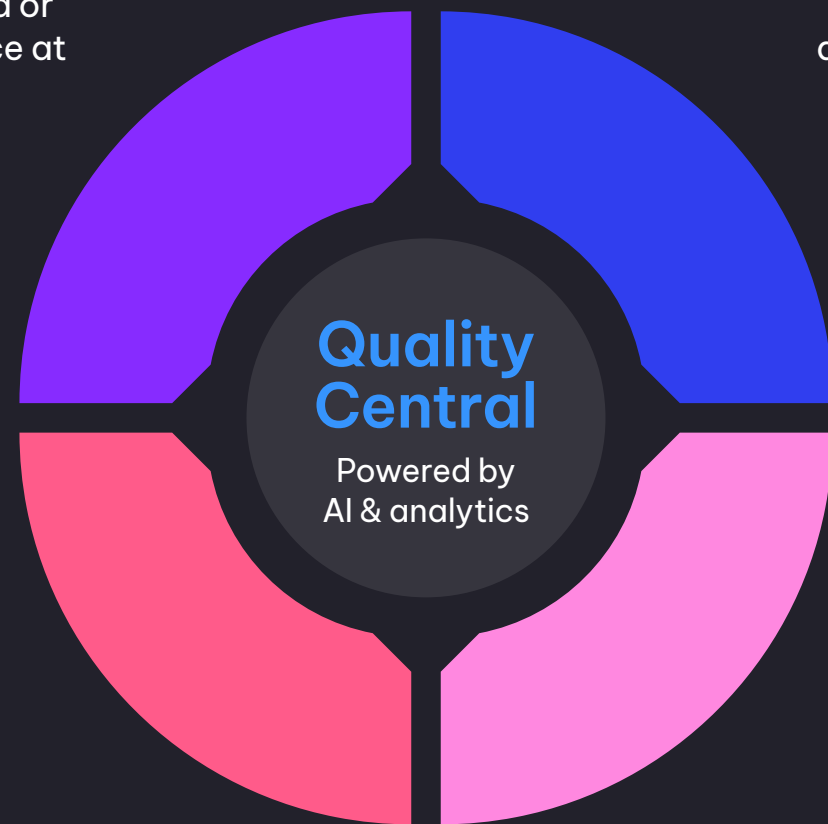
# Unify your quality programs in a single application

## Gain a holistic view of quality

Evaluate any interaction data or recording source at any time

## Improve program efficiency

Automate all quality processes



## Track CX objectives

Measure the experience level across multi touch points, channels, and agents

## Empower stakeholders

Gain visibility into performance and identify opportunities for self-improvement



# Drive business results

Quality Central helps contact centers improve key metrics:

- |  |   |
|--|---|
| <b>10%-30%</b> decrease in average handle time   | <b>15%-40%</b> increase in first call resolution  |
| <b>5%-25%</b> decrease in hold time              | <b>10%-20%</b> improvement in sales effectiveness |
| <b>15%-40%</b> increase in customer satisfaction |   |



# Achieve next-generation **quality management**

## Identify



the best opportunities for coaching that have the greatest impact on key metrics.

## Provide



visibility to all stakeholders with real-time dashboards and BI reports.

## Evaluate



any data source or channel, unifying all quality processes in a single application.

## Empower



agents with self-improvement tools, objective evaluations and targeted feedback.

## Provide



visibility to all stakeholders with real-time dashboards and BI reports.

## Drive



KPI improvement by monitoring every interaction for impact.

# Realize **immediate value**

Unlike traditional quality management solutions, Quality Central functions and updates independently of the recording platform. Because it is detached from recording, Quality Central eliminates the risk of recording system data loss or downtime. In addition, you no longer must wait for a resource-intensive upgrade of the recording system before you can benefit from new features in quality management.



## Adapt Quality Management to your needs.

**Any agent.**

**Any channel.**

**Any source of work.**

Quality Central provides a comprehensive, end-to-end view of quality within your business. Incorporate and automate any data source into an evaluation, quality monitoring or compliance program when you need it.



Evaluate all channels for quality, including phone, e-mail, chat and social media.



Assess any task such as orders, claims or various support documents.



Monitor the effectiveness of any sales, service or audit process.



Leverage any data source, such as CSAT scores and CRM information, to help pinpoint opportunities for improvement



# Automate all quality processes to improve efficiency

Automate and customize quality processes and maximize operational efficiency with quality management tools.

## Workflows

Quality Central's preconfigured workflow templates simplify quality management programs. These include:

- Interaction work assignment
- Calibration assignment and reporting
- Agent self-assessment
- Request evaluation rescore
- Audit-the-auditor
- Coaching assignments

Also, customize any workflows with easy-to-use visual tools. This allows you to create plans that assign work automatically, regardless of your organization's unique needs. Automated alerts can be created for any work items approaching their due date which allow you to meet strict policies.

## AutoEvaluate

Simplify analysis of customer interaction data and automate relevant and reliable answers for straightforward to complex branching questions—no expertise required. Guide and assist agents to the desired outcome on every interaction, improve accuracy and sampling coverage, and achieve an efficient, consistent evaluation process.

## Reporting

Supervisors can draw on an extensive collection of standard reports or create their own with over 200 data points available to them. Reporting dates and time metrics can be scaled and customized using fiscal or calendar year options.

## Forms

Versatile forms can be customized, automated and transformed into actionable coaching opportunities for agents. Evaluators value Quality Central's tooltips on scoring practices and automatic backups and versioning, which eliminate wasted time and protect their work. They can create forms in advance and schedule an automatic release date for added convenience.

## Coaching

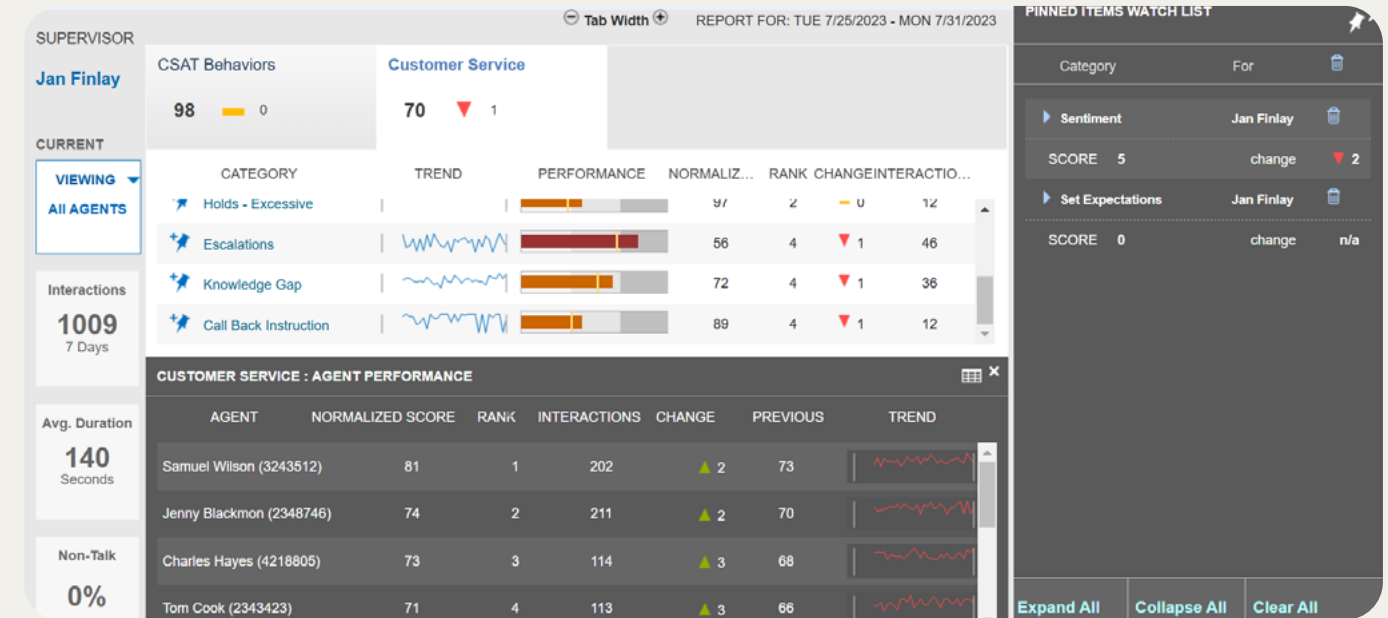
Supervisors can send personalized coaching feedback – links to knowledge database resources, instructions and due dates – with the click of a button. Coaching effectiveness can be tracked from the supervisor and agent dashboards.

## Autoscore

Autoscore interactions based on speech, phrases, or metadata such as a transfer or repeat calls or by using analytics information. Bypass evaluation form questions by scoring interactions directly to a scorecard.



# Engage employees with greater transparency



Employee satisfaction is directly correlated with customer satisfaction metrics. Quality Central promotes employee engagement by driving insight, enabling coaching and fostering collaboration.

## Personalized dashboards

- Give managers and supervisors access to customizable dashboards and reports to evaluate performance for groups, specific teams or individual agents, and assign training, reference knowledge resources or a coaching package based on these insights.
- Empower agents with easy-to-use dashboards to review evaluations, performance against peers, monitor progress and conduct self-evaluations.

## Increased collaboration

- Empower teams to work together in a more purposeful way.
- Enable evaluators to collaborate on work items and prioritize tasks.

## Voice of the employee programs

- Launch a “Voice of the Employee” program that systematically collects feedback on process improvements.
- Make employees stakeholders in process improvements to increase morale and reduce turnover.

“The feedback we received from CSRs, coaches, and managers after rolling out NiCE Quality Central has been incredibly rewarding!”

Analytics & Insight Director



# Optimize your quality program with **NiCE Workforce Engagement solutions**



## Recording

Although Quality Central is an independent application, users of NiCE Recording realize all the benefits of a quality program tied to a recording platform, including:

- Single-point-of-user administration.
  - Point-and-click playback of calls.
- Viewing of chats and emails.
- Links to call recordings from forms and reports.
- Ability to launch Quality Central's evaluation form within the recording platform.

## Automated interaction summary

Automated interaction summary captures intents, actions, and outcomes on every interaction. Quality managers can review the interaction summary and leverage the data for evaluation (e.g., to evaluate all promised callbacks that had negative sentiment)—expediting the QA process.

## AI analytics

Drive a deeper analysis using AI analytics enabled quality to more accurately and consistently pinpoint opportunities for improvement and best practices. It analyzes 100 percent of interactions based on out-of-the-box speech, text, and desktop analytics as well as AI sentiment and behavioral models.

- Identify agent behaviors that influence customer sentiment and sales effectiveness
- Find specific sequences and evaluate them for a more holistic understanding of CX
- Access more insights and capabilities for autoscoring and autoevaluating
- Use intents, actions, and outcomes to drive quality evaluation workflows
- Create automatic analytics categories leveraging AI and industry-specific LLMs
- Remediate non-compliant processes or customer contact that negatively affects your company's brand, such as repeat calls

## Automated quality evaluations

Take AutoEvaluate to the next level of automation with Enlighten Gen-Insights. It automatically answers complex branching questions reliably, reducing costs and manual effort. Use guided prompt generators to build, test, and tune custom prompts—no expertise required. Automating evaluations improves accuracy and sampling coverage and helps you achieve an efficient, consistent evaluation process.





## About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE's platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

[NiCE.com](https://www.nice.com)

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