



## Quality Management

Discover the difference an effective, customizable quality management solution can make

The case for quality is not new: quality drives customer satisfaction, and customer satisfaction drives customer loyalty. That is where NICE Uptivity quality management (QM) module comes in. QM enables you to maintain the highest levels of quality without sacrificing time or resources.

### Raising the bar on effective quality management

Your organization has invested countless hours creating and refining the internal processes that support operating efficiencies and revenue goals. But these procedures are only as good as how well they are followed – ensuring employee compliance is critical. A proven quality management platform provides your quality assurance and management staff with a clear way to evaluate employee performance, ensure adherence to corporate procedures and maximize staff productivity.

#### Key features

- Unlimited QM reviewer licenses included
- Play back synchronized call and screen recordings simultaneously for easy scoring
- Flexible, easy-to-use form builder lets you create custom forms in minutes
- Detailed reporting provides insight to the data – so you can make decisions based on the metrics that matter most
- Library of standard reports included, along with the ability to create and share custom reports

The screenshot shows a software application window titled "Perform QA Customer Service Evaluation". The interface is divided into several sections:

- Greeting:** Questions include "Did Agent state company name?" (radio buttons for Yes/No), "Did Agent state his/her name?" (radio buttons for Yes/No), and "Did Agent use courtesy statements as appropriate?" (dropdown menu with options Select, Yes, No).
- Soft Skills:** Questions include "Did Agent demonstrate Active Listening?" (dropdown menu with options Select, Yes, No). A note specifies: "Active listening includes repeating information back to the customer, such as a CC number or address, as well as affirmations statements such as 'YOK'" and 'I see'" that demonstrate to the caller that you are engaged in the conversation."
- Did Agent use proper hold procedures?** (radio buttons for Yes/No)
- Notes:** A large text area for notes.
- Use of Tools:** Questions include "Did Agent find record in CRM in timely manner?", "Did agent navigate knowledgebase efficiently (if needed)?", "Did Agent use correct closing code in CRM?", and "Did Agent resolve call within support guidelines?".
- Closing:** Questions include "Did Agent probe for additional concerns?", "Did Agent thank customer for calling?", and "Did Agent offer to transfer to customer sat survey?".
- Notes:** A large text area for notes.

### Customizable – to fit your distinct needs

It takes a thorough understanding of your unique business drivers to deliver an effective quality management program. NICE Uptivity understands this, and will work with you to design the right solution. We take several factors into consideration when building your solution: your existing technology, your performance measurements, your future goals and, of course, your budget. The result is an effective way to monitor quality and calibrate to organizational standards.

## Flexible evaluation form creation and scoring

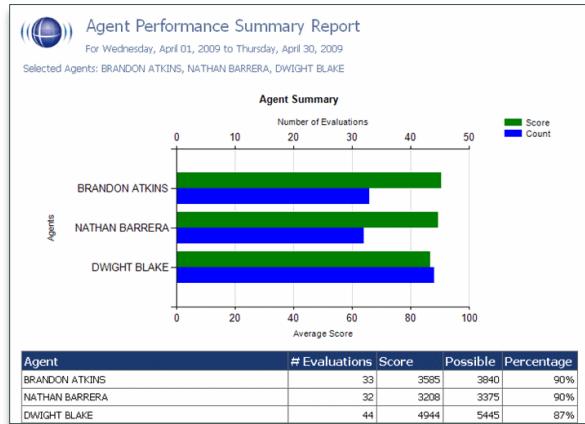
- Easily create multiple web-based evaluation forms in a matter of minutes – without relying on IT staff
- Add questions, sections or responses to your forms with a simple click of the mouse
- Build as many forms as you need – each with an unlimited number of sections, questions and responses
- Choose the weighting for each section, question and response for customized scoring
- Form scoring supports auto-fail for critical elements (section or entire form) with non-applicable questions factored out when scoring

## Comprehensive reporting lets you monitor what matters most

A diverse range of reporting options are available through integration with Microsoft SQL Server Reporting Services (SSRS), allowing you to quickly and easily monitor center performance and optimize service and performance levels. Powerful, ready-to-use reports can be used to spot trends as they emerge at the group or individual level. Find your top performers and use their recordings for coaching and training, or identify those individuals in need of coaching, and know for certain what they need to learn.

## Drill down into meaningful data

- Use NICE Uptivity's QM 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, managers/supervisors or training class
- Use form-level summaries, calibration tables, section-level details and question-level



**NICE** *uptivity*

555 S. Front St.  
Columbus, OH 43215

Tele | 844-422-9993  
[www.nice.com/websites/NICEUptivity/](http://www.nice.com/websites/NICEUptivity/)



What boosts the bottom line for any company with a contact center? How about getting the best that every agent can deliver from their first day on the job and constantly optimizing contact center management and performance? Only NICE Uptivity gives you the tools you need to continuously improve every aspect of each step of every agent's life cycle and enhance customer satisfaction. You get exactly what you need thanks to a modern, integrated, and easy-to-use suite of tools that offers a unified system for performance management, workforce management, speech analytics, call recording and more. Unparalleled customer service and support from our in-house staff combine with a better bundle for a better value, and a lower total cost of ownership.