

Boost Operational Efficiency



Get end-to-end process automation and customization

Improve Performance



Access a holistic view of your quality operations



Use any data, channel and recording source

Quality Central
Front Office
Back Office

Engage Employees



Improve transparency and insight



Track, analyze and report anything

Save Time and Resources



Easily upgrade with a stand-alone application

Unify fragmented quality programs with disconnected data sources into a single application

NICE Quality Central Serves All Quality and Audit Needs in One Place

NICE Quality Central™ provides a single holistic approach to quality management that ensures that processes and agents' performance align with business initiatives in the modern omni-channel enterprise. It provides the flexibility to automate and customize all your quality processes, including front- and back-office tasks, to deliver greater efficiency and uncover actionable insights that improve agent engagement and customer satisfaction.

Why NICE Quality Central

Access a Holistic View

Quality Central can incorporate any interactions, from all sources of data, into one evaluation process to deliver a more holistic view of both the customer and agent journeys. Evaluate customer interactions across multiple channels – from calls, email or chat to claims processes, follow-up work and compliance auditing – for a comprehensive, end-to-end view of quality within your organization.

Upgrade with Ease

As a stand-alone application, Quality Central functions and updates independently of your recording platform. It adds further value with its ability to manage, monitor and execute all quality processes in a single application.

Improve Transparency and Insight

Personalized dashboards give supervisors constant access to their teams' latest trends, performance indicators and workflow plans. Evaluators can compare work item queues to identify trouble spots and prioritize tasks. The user-friendly dashboards help agents review evaluations and goals, compare their performance to peers and even conduct self-evaluations for collaborative coaching.

Get End-to-End Automation and Customization

Workflows: Quality Central's out-of-the-box workflows simplify quality processes such as calibration, agent self-assessment and audit-the-auditor. The ability to customize all workflows allows you to create plans that assign work automatically, regardless of your organization's unique needs.

Forms: Flexible forms can be customized, automated and transformed into actionable coaching opportunities. Tips on scoring practices and automatic backups and versioning limit wasted time and protect evaluator work. Plus, forms can be created in advance and scheduled for automatic release.

Reporting: Quality Central's reporting is dynamic and flexible, with the ability to customize reports with more than 200 data points.

Coaching: Quality Central lets your supervisors send personalized coaching feedback – with links to knowledge resources, instructions and due dates – with the click of a button.

Analytics-Powered Quality Central

Analytics-enabled quality management solutions use speech and/or desktop analytics to automate the process of identifying calls that require management attention – for both remediation and praise. The time-savings auto-score feature allows you to automatically answers questions on the evaluation forms questions.

Business-Driven Quality Management

- Decrease average handle time by 10%–30%
- Decrease hold time by 5%–25%
- Increase customer satisfaction by 15%–40%
- Increase first call resolution by 15%–40%
- Improve sales effectiveness by 10%–20%

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

About VOICE PRODUCTS

Voice Products has been selling and servicing products nationwide for voice, video and call recording since June 1990. More than 4,000 customers in public safety and other industries entrust their customer interaction solutions to Voice Products. Headquartered in Wichita, KS with sales and support offices located strategically throughout the US, Voice Products prides itself on providing the best possible customer experience in order to develop a long-term and beneficial partnership with their clients. For more information, visit www.voiceproducts.com.

