

Tip #5

Transform the Customer and
Employee Experience
with AI-enabled Quality
Management

Customers Expect More



Organizations must compete with differentiated service

Agent performance is critical to ensuring customer satisfaction.

The Reality



Only 16% of contact center leaders strongly agree that their QA programs are vital to their organizations' success.



Only 9% of agents feel that the QA program can help them be successful

Challenges of Delivering Exceptional Customer Experiences



Measuring What Matters Most

- Agent soft skill behaviors
- Measurement not tied to CX



Traditional Manual Quality Program

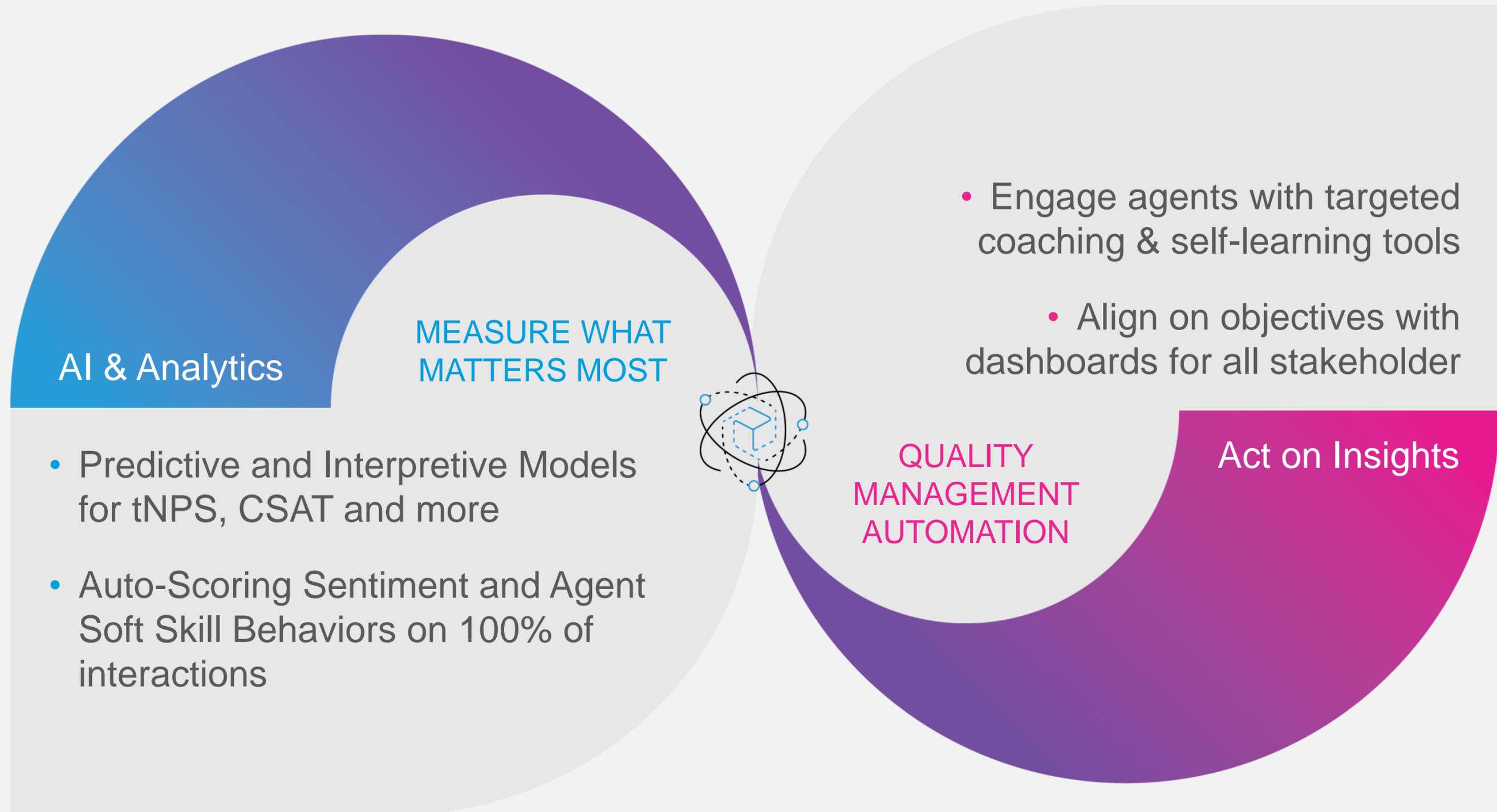
- Manual
- Expensive
- Sample



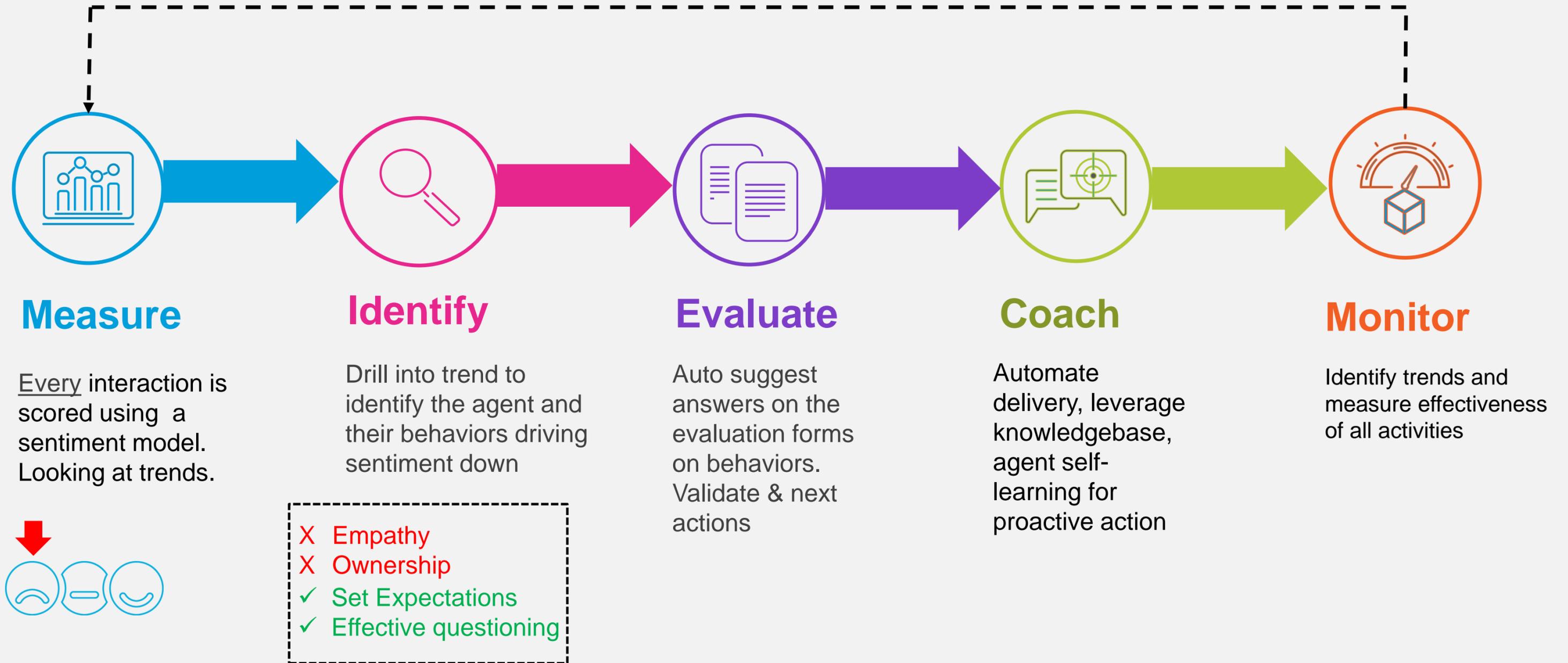
Agent Engagement

- Not getting enough or the right kind of feedback
- No agent buy-in

Artificial Intelligence for Customer & Agent Satisfaction



AI Enabled Quality Program Provides Actionable Data and Automation at Every Stage



Results

“Sentiment and Agent Behavior metrics have made calibration sessions completely unnecessary. Now, we are focused exclusively on developing our coaches and coaching our agents, rather than arguing about the data.”

-Manager

“It used to take me an hour to prep for a coaching session, but now I’ve got the calls and data I need and I’m having a meaningful conversation with my agent in just a couple of minutes.”

-Team Leader

“I love being measured for all of my work, not just six calls a month!”

-Contact Center Agent

- ✓ tNPS increase 28% 4 months
- ✓ Increased supervisor scope by 25%
- ✓ Reduced supervisor listening by 8-10 hours per week
- ✓ Reduced survey spend
- ✓ Improved Employee Satisfaction



Thank You

NICE
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