Quality Management

Unlock insights.
Drive performance.
Elevate customer experience.

Uncover the root causes of poor CX

Automatically evaluate 100% of interactions and use AI-powered analytics to identify patterns, sentiment, and service breakdowns across voice and digital channels.

Drive consistent, high–performance agent behavior

Monitor trends, assign targeted coaching, and track performance over time to build confident, consistent agents who deliver better outcomes.

Streamline manual QA workflows

Eliminate the bottlenecks of traditional QA. Automate scoring, surface the right interactions, and reduce evaluation time with intelligent workflows and smart sampling.

Turn quality insights into business impact

Link agent performance directly to customer outcomes with integrated dashboards, real-time alerts, and performance tracking.

1

Automated scoring & evaluations

Spend less time listening to call recordings and reading transcripts and more time coaching agents.

2

Built–in speech analytics

Extract insights from recorded, transcribed, and summarized customer interactions

3

Topic and keyword detection

Leverage keyword and topic detection to understand trends across your customer interactions.
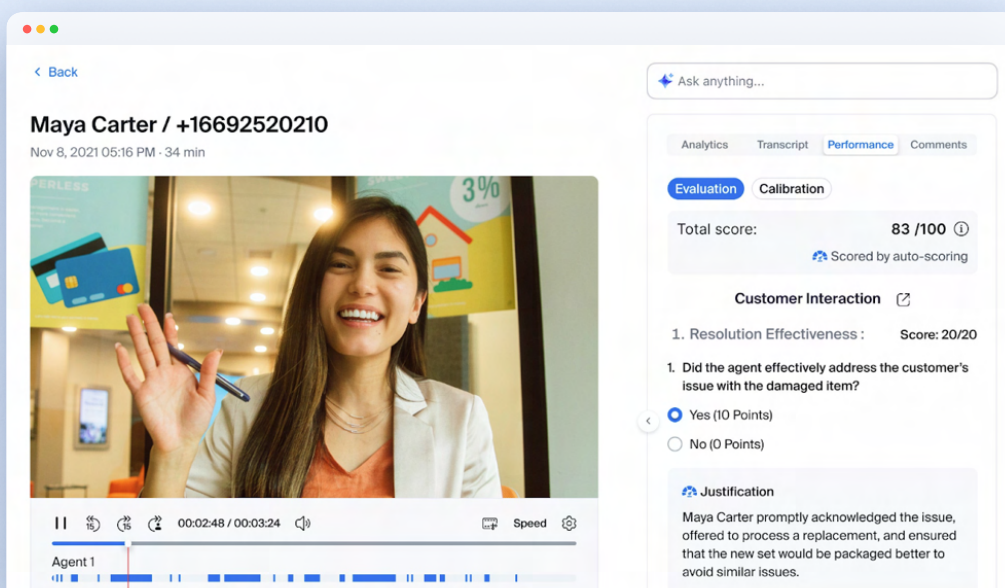
4

Conversational AI interface to uncover insights faster

Dig deeper into interactions and surface more insights with conversational AI that acts as your own data analyst.

5

Omnichannel quality management

Gain valuable insights from all interactions types across voice, video, chat, and messaging channels.

< Back

Maya Carter / +16692520210
Nov 8, 2021 05:16 PM · 34 min

3%

Ask anything...

Analytics | Transcript | **Performance** | Comments

Evaluation | Calibration

Total score: **83 /100** ⓘ

✨ Scored by auto-scoring

Customer Interaction ⬈

1. Resolution Effectiveness : Score: 20/20

1. Did the agent effectively address the customer's issue with the damaged item?

◉ Yes (10 Points)
◯ No (0 Points)

✨ Justification

Maya Carter promptly acknowledged the issue, offered to process a replacement, and ensured that the new set would be packaged better to avoid similar issues.

‖ ⟳ ⟳ 00:02:48 / 00:03:24 🔊 📷 Speed ⚙

Agent 1

Why Zoom Quality Management?

Zoom Quality Management offers a comprehensive, AI-first solution that seamlessly integrates with your existing Zoom infrastructure, providing unparalleled insights into customer interactions and empowering supervisors to efficiently evaluate, coach, and improve agent performance at scale.

Automate scoring and evaluations with AI

✔ **Scale Interaction Analysis with Auto Quality Management**
AI-powered Auto QM enables contact centers to evaluate 100% of customer interactions, providing comprehensive insights without increasing supervisor workload.

✔ **Uncover Instant Insights with Ask Quality Management**
Supervisors can now quickly extract specific information from vast amounts of interaction data, streamlining decision-making and problem-solving processes.

✔ **Discover Hidden Trends in Customer Interactions with AI**
The combination of Auto QM and Ask QM allows contact centers to identify emerging patterns and issues across a much larger dataset, leading to more informed strategic decisions.

Identify areas of interest with topic/keyword detection and speech analytics

✔ **Uncovers Trending Customer Concerns with AI**
Supervisors can quickly identify recurring themes in customer interactions, allowing for proactive problem-solving and improved service strategies.

✔ **Pinpoint Critical Customer Pain Points With Topic and Keyword Detection**
By automatically flagging important keywords, AI helps supervisors zero in on specific issues that require immediate attention or process improvements.

✔ **Reveal Patterns in Customer Conversations with Speech Analytics**
AI-driven speech analysis enables supervisors to detect emotional cues and conversation flow, providing deeper insights into customer satisfaction and agent performance.

Elevate coaching by providing comprehensive interaction insights

✔ **Align Supervisors and Agents with Proactive Notifications**
Create notification triggers for supervisors based on topics or keywords and proactively alert agents when they've been mentioned in an interaction comment.

✔ **Real-Time Insights: Analyze Call Quality with AI**
Supervisors gain instant feedback on agent performance through AI-generated trending sentiment analysis.

✔ **Personalized Coaching Made Easy**
Leverage custom scorecards and automated evaluations to identify key coaching insights.

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zoom
Quality Management

Ensure quality and compliance with our native Zoom Quality Management solution, part of our Zoom Customer Experience suite.

Visit our website