Quality Management: Consistently Meet and Exceed Customer Expectations

Drive successful customer interactions

8x8 Quality Management is a customer interaction evaluation and quality improvement tool that enables contact centers to consistently meet or exceed customer and company expectations. It helps to drive successful interactions and achieve desired customer outcomes on all channels by providing actionable, interaction-based feedback, improving agent development, performance, and engagement.

Maximize coaching impact

Efficiently provide agents with specific and timely feedback and coaching to improve the quality and optimize the handling of customer interactions.

Accelerate agent success

Increase agent engagement and retention with a modernized learning and coaching experience.

Connect quality with business objectives

Consistently and accurately monitor the alignment of quality with the customer experience while avoiding costly compliance issues.

Minimize administrative effort

Equip managers to easily administer the entire quality process and report performance, minimizing the burden to the rest of the organization.

Key Benefits

- **Expedite time to proficiency** as agents see, hear, and learn from the exemplary work of their peers.

- **Reduce attrition by empowering agents** with knowledge and skills to excel in their role.

- **Empower the management team** with an easy-to-use user interface, making administration simple.

- **Achieve better NPS, CSAT, and CES outcomes** with surveys tied to interactions.

- **Reduce risk with a consistent approach** to meeting compliance objectives.

- **Save time and money** by eliminating software, code, or other on premise equipment.

> "We selected 8x8, which allows us to move our contact center to the cloud and provide much needed flexibility as the business scales. Also, we can leverage strong quality management, analytics and reporting capabilities for smarter, faster outcomes and enhanced customer experience.
>
> — Matt Fletcher, Director of IT and Development, NorthStar Home

8x8

Learn more about 8x8 by calling us at 1.866.879.8647 or visiting us at 8x8.com

Improve agent development, performance and engagement

Provide agents with timely, specific coaching

- **Highlight, save and share specific moments of interactions** using the conversation highlighter.

- **Empower supervisors** with a complete picture of the interaction using screen recording.

- **Identify areas of opportunity** with robust quality reporting.

- **Quickly find the right interactions** to review using 8x8 Speech Analytics.

Align quality with the customer experience

- **Capture 100% of interactions** with 8x8 Speech Analytics, identifying compliance issues as they arise.

- **Correlate customer survey data with quality data** using integrated voice of customer surveys.

- **Conduct regular evaluator calibration sessions** to ensure consistent scoring and feedback.
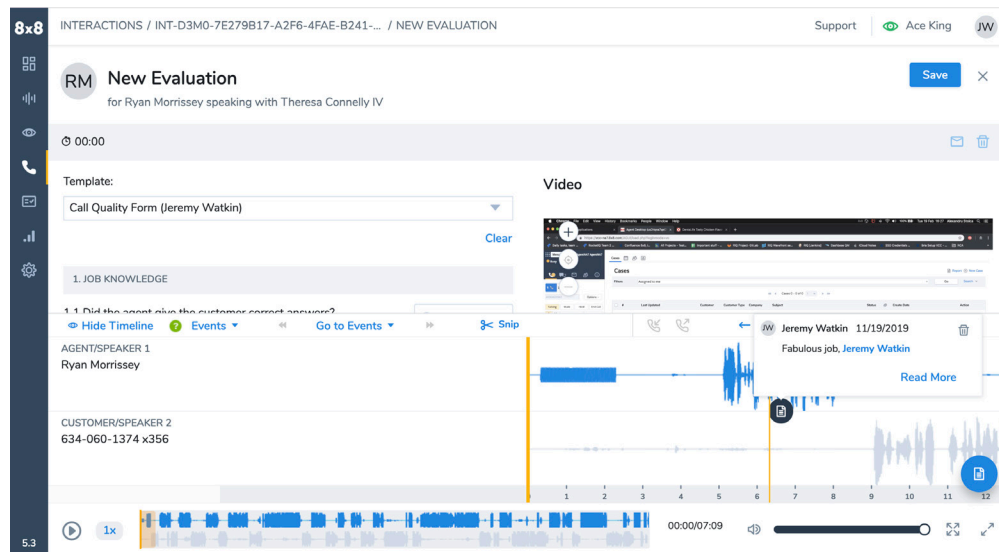
Increase agent engagement with a modernized experience

- **Allow agents to control their own success** using conversation tagging to show them exactly where to improve.

- **Share conversation highlights** fostering a spirit of collaboration and learning.

Equip managers to easily administer the entire quality process

- **Build forms, score interactions, and track progress** all within an intuitive user interface.

- **Quickly prepare quality performance data** for coaching sessions and business reviews with robust quality reporting and dashboards.

- **Eliminate the need to manage software, code, and on-site equipment** as part of quality management.

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