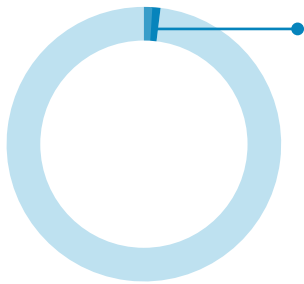# RingCentral AI Quality Management
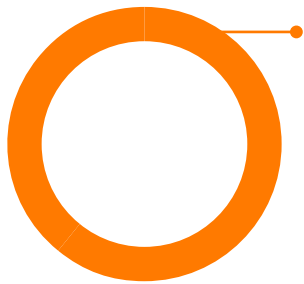
Effortlessly maintain superior customer experiences with AI-powered insights and workflows

Quickly identify what matters for optimal contact center performance

1-2%
of calls are regularly reviewed manually by supervisors.

100%
of calls are automatically reviewed with AI Quality Management.

The performance of your contact center can make or break your customer experience. To ensure agents are consistently delivering the level of service customers require takes considerable effort. Unfortunately, most organizations don't have the bandwidth to monitor and analyze more than a sampling of customer service calls to see if they are meeting expectations. Manual reviews and scoring processes further limit the ability of contact center leaders to understand what is going on and make decisions to significantly improve outcomes.

RingCentral Artificial Intelligence (AI) Quality Management gives you the contact center insights you need to boost overall service quality and consistency. By automatically analyzing all your contact center's interactions, AI Quality Management helps you quickly and accurately pinpoint opportunities to improve agent performance and streamline service workflows to enhance customer experiences.

AI difference

RingCentral's native AI helps agents and supervisors optimize every interaction to consistently deliver a superior customer experience. Quality management capabilities save supervisors time, enhance the effectiveness of feedback and management, and support data-driven decisions to drive contact center performance improvements.

Improve agent performance

35%

of an agent's time is spent on post-call activities, such as data entry or actions and documentation required in response to a specific customer interaction[1].

Eliminate tedious, manual note-taking and post-call workflows to enable agents to focus on more meaningful and impactful work. Auto-generated transcripts, summaries, and action items from all calls improve agent effectiveness, ensuring records are complete and reducing the chance of errors and missed next steps. In addition, instant feedback helps agents stay on top of their performance and identify ways to make their next interaction even better.

Streamline management

Provide supervisors an instant, comprehensive view of how agents are doing day in and day out. Automated, out-of-the box scoring allows every interaction to be reviewed without requiring additional expertise or resources. Custom scorecards can be created to track performance dimensions that are important to your specific organization.

Spot service trends and changes in customer sentiment
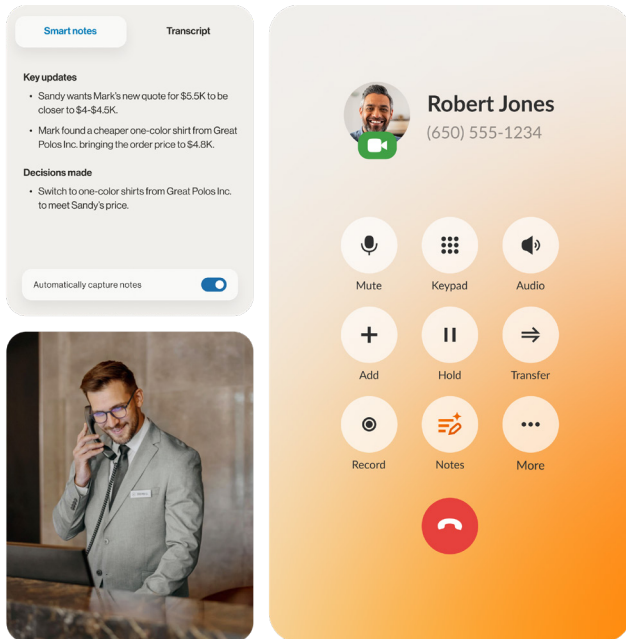
Track key words and phrases to better understand customer sentiment and opportunities for improvement

Uncover potential problem areas and trends to get ahead of issues and capitalize on opportunities to improve agent performance and service levels. Supervisors can track or search on key words and phrases to better understand customer sentiment, objections, interest in key capabilities, or competitor mentions, among other things of interest to your brand. Top moments of customer frustration can be revealed to help you understand triggers and take steps to adjust service strategies to better meet the needs of customers. Note, the more data AI Quality Management analyzes, the more effective the results will be.

Enhance the effectiveness of feedback and coaching
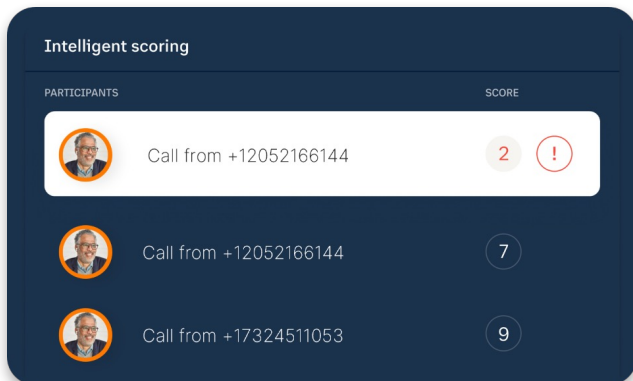
Automatically highlight the calls that require attention or support to optimize customer satisfaction

Supervisors can ensure they are consistently and fairly rating agents based on all their interactions to improve the accuracy and relevance of performance reviews. Time-based annotations and scorecards pinpoint specific problem areas, enabling actionable coaching recommendations and feedback to improve agent performance.

Key AI Quality Management Capabilities

AI-powered
Leverages RingSense AI to provide advanced insights, automation, and assistance.

Transcripts and summaries
Reduce manual effort of agents by automating call transcriptions, summaries, and note-taking.

Pre-built scorecards
Start evaluating agent performance immediately with an out-of-the-box scoring model.

Customizable AI-powered scorecards
Tailor ratings to score agents based on what matters most to your business.

Conversation analytics
Understand customer sentiment and identify triggers or escalations that could be addressed to improve outcomes.

Tracking
Monitor key words and phrases to gain insights that are important to your business and customer journey.

Search
Dive deep into all customer interactions to spot trends and opportunities to increase agent performance and customer satisfaction.

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1. How AI is Changing Employee & Customer Experiences", by Metrigy, https://www.ringcentral.com/report/ai-changing-employee-customer-metrigy-report.html

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Learn more at ringcentral.com

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