RingCentral

Quality Management

Ensure better agent and customer experiences with automated, actionable agent feedback.

When your agents know their job, their productivity and satisfaction soar. When agents are performing well, customer satisfaction soars. RingCentral Quality Management (QM) lets you design feedback forms that get to the heart of what makes a difference for your business, and makes evaluators' lives easier with automated delivery of interactions, simplified dashboards, and tools to make creating consistent evaluations easy.

With one user interface across the entire RingCentral Contact Center™ suite, our Quality Management functionality is easy to learn and efficient to use. RingCentral Quality Management lets you give your agents the sort of actionable feedback that will make a difference for your customers and your business.

A better and more consistent customer experience

Understand the customer experience across all channels and identify areas for improvement with an easy-to-use evaluation and review process.

- Custom forms and screen recordings let you focus on what is important to your business.

- Calibrate reviews to ensure uniform scoring across all reviewers.

- Provide feedback to allow a consistent customer journey across all channels.
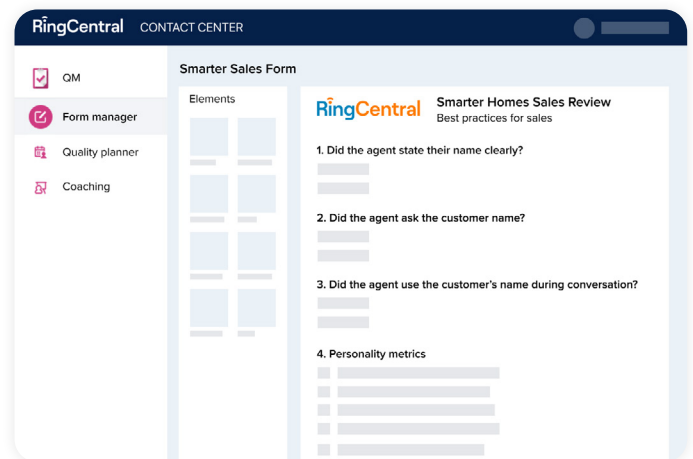
Maximize evaluator impact

Intuitive interface, automated workflows, and dynamic dashboards allow evaluators to be more impactful with their time.

- Easily create new forms using our simple form designer and question bank.

- Quality Planner automatically selects the right interactions to review and controls the entire quality management workflow.

- Stay on top of agent and evaluator effectiveness with unified dashboards.
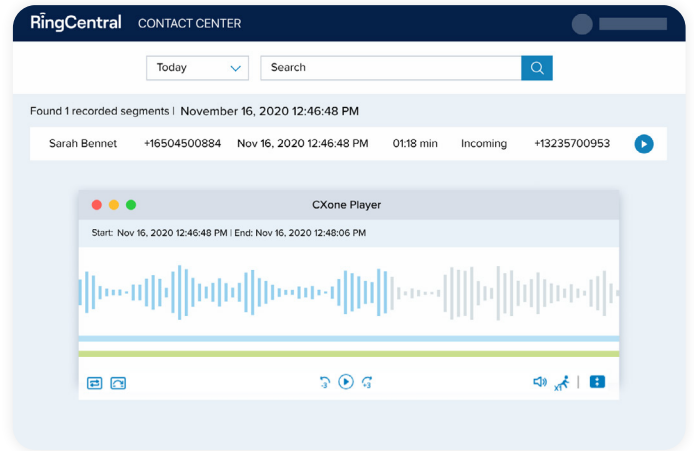
Boost agent engagement

- Get easy access to quality feedback directly in the MAX agent interface.

- Empower agents with automated workflows and agent self-evaluations.

- Improve performance with coaching based on best-practice examples.

- Unified dashboards for insights into intraday trending for key metrics.

Streamline administration

Get one administrative interface across all Contact Center functions with our tightly integrated system.

- RingCentral Quality Management is fully unified with our Contact Center suite for fast access and streamlined administration.

- Shared recording, reporting, and history data avoid need for synchronization.

- Recording data feeds are ready out of the box.
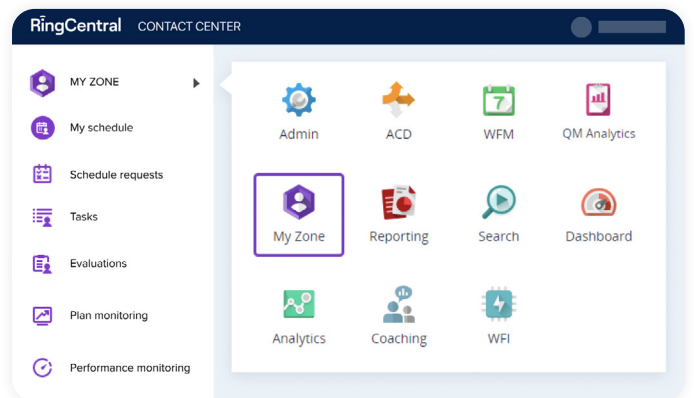
A full messaging solution for your customers

Cross-channel evaluations

Easy-to-build review forms

Automated QM processes

Evaluator calibration

A unified component of RingCentral Contact Center software

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

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772306722 10/2021