

Key Features of Contact Center Quality Management Software



- What is call center quality management software?

Call center quality management software is focused on **improving the quality of the customer experience**, including **the quality of support for your product or service**, **agent performance**, and **contact center process effectiveness and efficiency**.



25 features of the best contact center quality management software

Integrated omnichannel experiences

1

Key platform integrations

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Easy to create and edit contact center QA scorecards

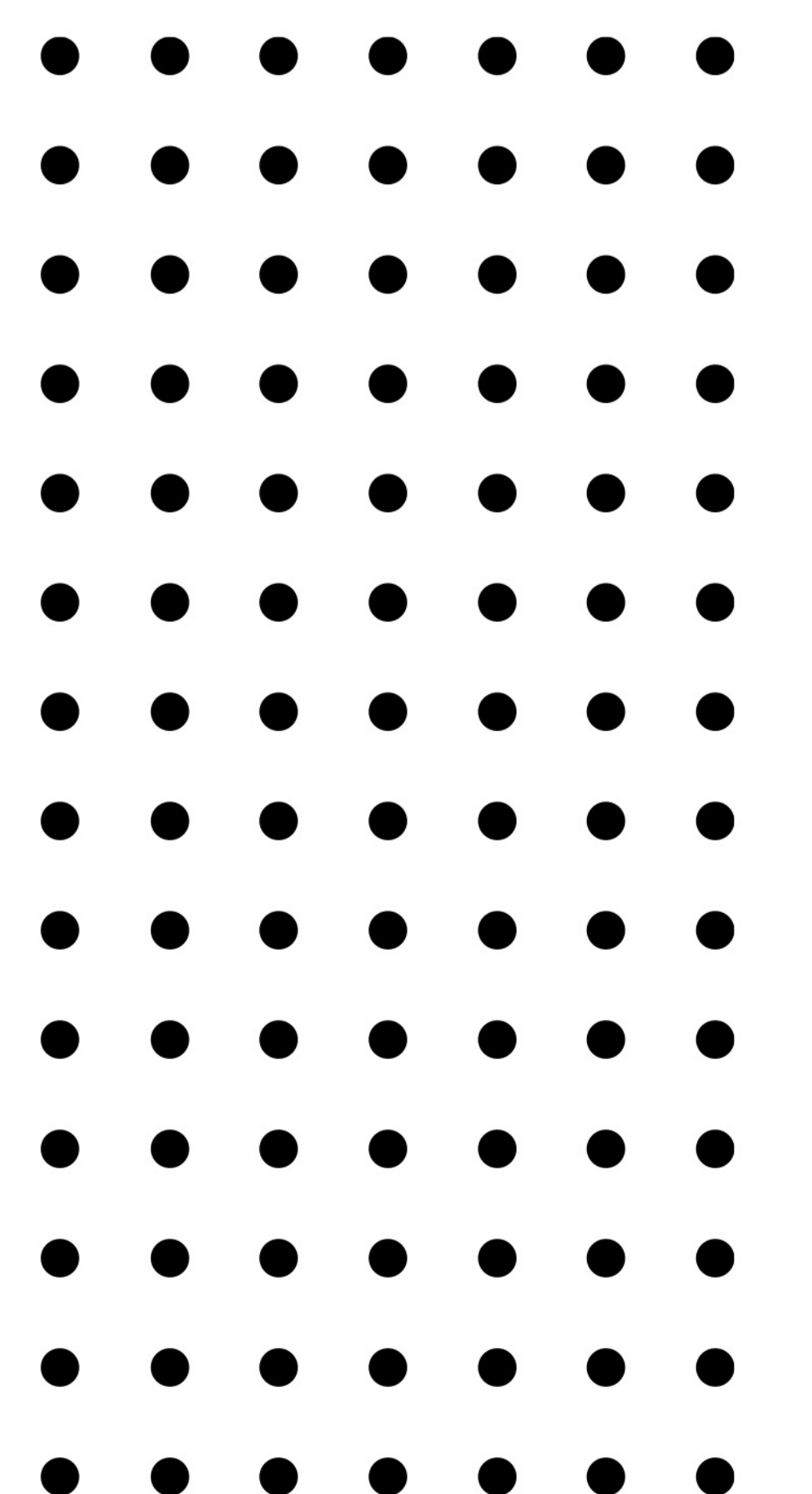
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Quality and customer sentiment insight

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Real-time feedback results

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Detailed reporting and root cause analysis

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Helpful and customizable dashboards

8

Built-in calibration

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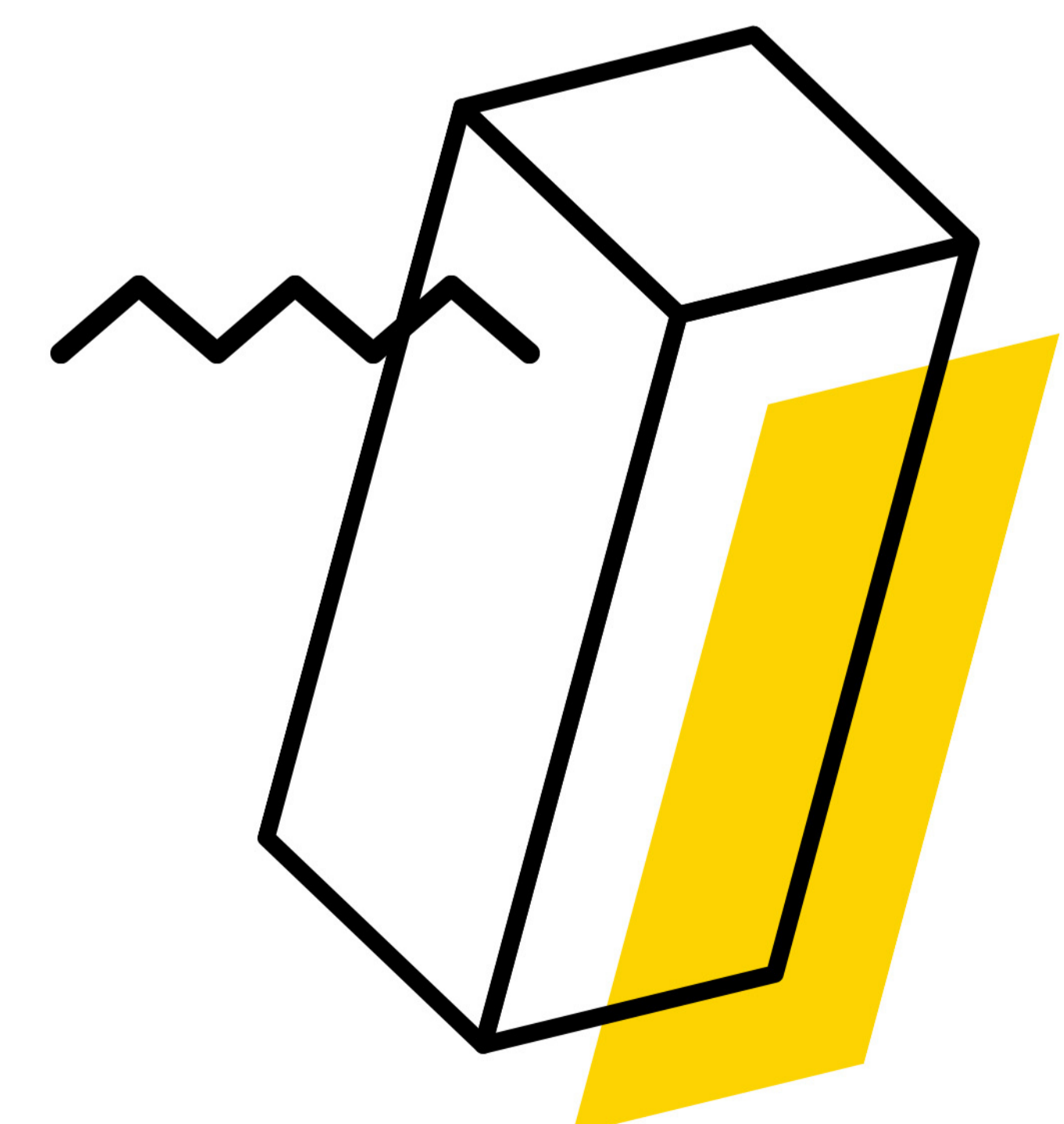
Text analytics capabilities

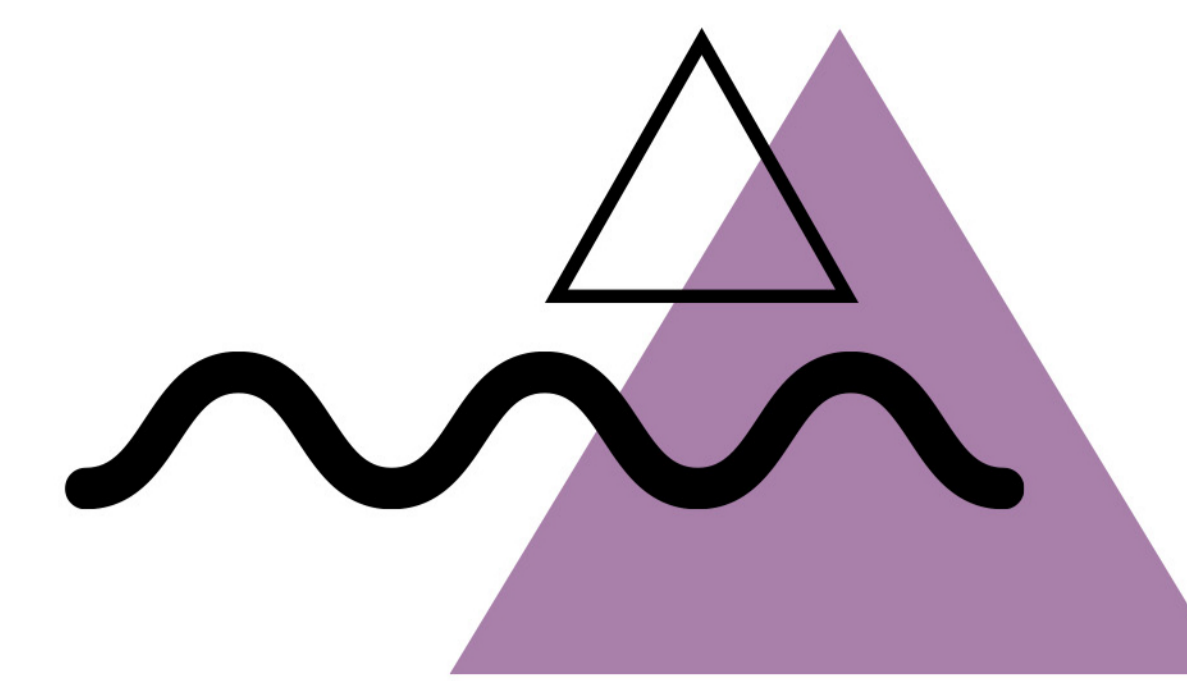
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Historical repository of information

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Email alerts





**Learning development
and training**

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Solid customer support

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Self-help tools

14

Fantastic user interface (UI)

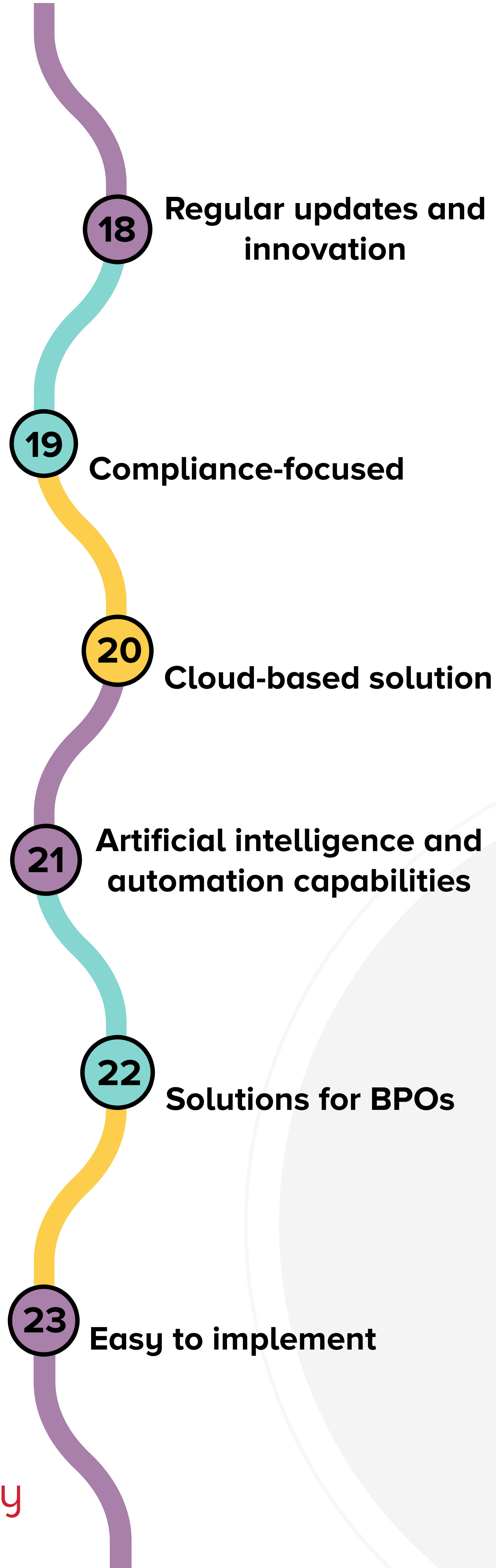
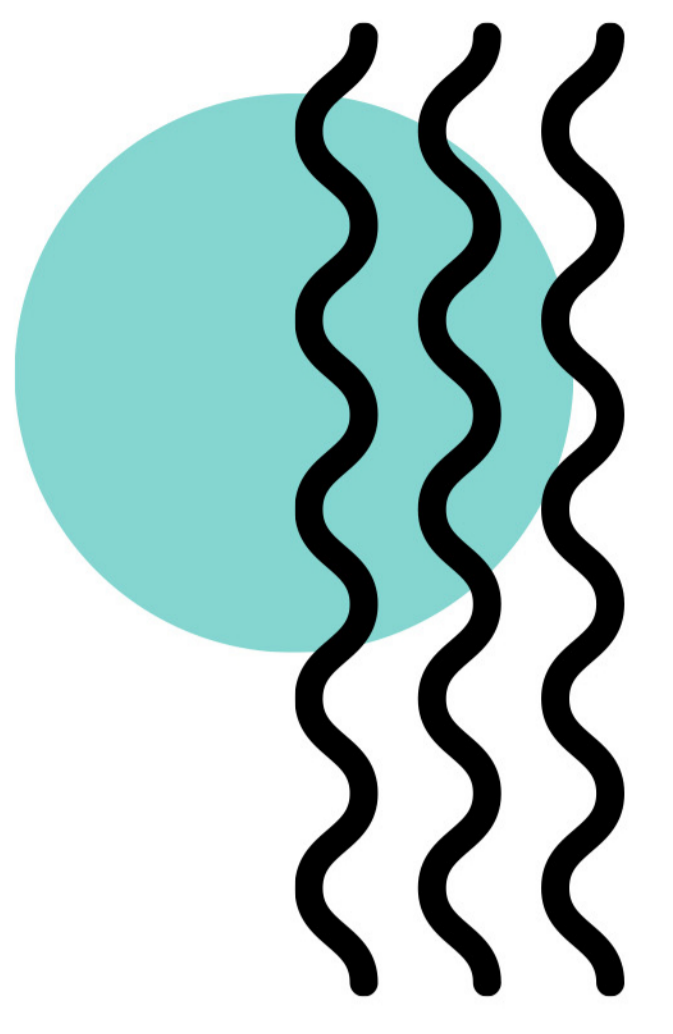
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**Proven track record
of results**

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Transparency in reporting

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Affordable and scalable prices

24

Free trial available

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