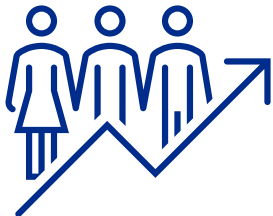# Quality Management Suite

Insights

Enghouse
Interactive

Unlock the power of your Quality Management Data

Actionable Training insights

Enghouse Quality Management Suite (QMS) is a powerful all-in-one solution offering multimedia recording, quality assurance, and cutting-edge AI capabilities, making it the ultimate treasure trove of customer and agent insights.

Our new QMS Insights module provides you access to a simplified database and dynamic PowerBi dashboards allowing you to effortlessly access valuable information, such as training requirements, performance tracking and QA performance.

Easy to access, manage and understand, it ensures a unified approach to data management, empowering businesses with a comprehensive solution for efficient information utilisation and interconnectivity across diverse platforms.

Empower your agents, improve customer experience and seize business success

Stronger Together

Enhance your insights by combining QMS data with the broader Enghouse product portfolio spanning Contact Centre solutions, Transcription Services, and our state-of-the-art SmartQuality agent evaluation tool. Beyond sentiment analysis, imagine correlating customer sentiment with specific queues or agents in a contact centre! This synergy transforms data into actionable insights, offering businesses a holistic and nuanced understanding of customer interactions, empowering them to refine strategies and enhance overall customer satisfaction

Strategic decision making

Strategic data presentation is the cornerstone of informed decision making for every business. By distilling complex information into clear patterns, businesses can extract valuable insights, identify opportunities, and navigate challenges. Effectively visualised data not only enhances decision efficiency but also equips companies to proactively adapt to dynamic market conditions, gaining a competitive edge in today's data-driven landscape.

QMS Insights let you

- Identify agents' training needs
- Unearth sources of negative emotion by integrating contact centre and CRM data with AI
- Assess the true ROI of Quality Management
- Monitor keywords and trending topics across all media channels

About Enghouse Interactive

Enghouse Interactive (EI), a subsidiary of Enghouse Systems Limited (TSX: ENGH), is a leading global provider of contact centre software, services, and video solutions, serving thousands of customers for over 35 years. EI solutions enable customers to deliver winning customer experiences by transforming the contact centre from a cost centre into a powerful growth engine.

Enghouse Interactive's core values – **Reliability and Choice** – are key differentiators in the global marketplace. Reliability speaks to EI's reputation for consistently honouring its commitments to its customers, staff, partners, and investors. Choice is reflected in the unparalleled breadth of its CX portfolio, which enables customers to choose from a wide array of solutions, whether deployed on-premise, in the cloud or on a hybrid platform. By leveraging a broad range of technologies and capabilities based on open standards, Enghouse Interactive simplifies the advanced integrations customers require.

Respecting local regulatory requirements, and supporting any telephony technology, Enghouse Interactive ensures that its customers can be reached by their customers – anytime, anywhere, and via any channel.

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