



AI Quality Management

AI-Powered Capability for the Enghouse Quality Management Suite (QMS)

Drive efficiency, support staff, and elevate customer experience with intelligent automation that strengthens every customer interaction, across every channel



Intelligence for Better Quality and Delivery

Provide automation and clarity at scale, so CX teams and leaders are more informed, operate more efficiently, and can serve customers with confidence.



Contact center leaders face constant pressure to reduce costs, protect revenue, understand customers, and deliver seamless customer experiences.

Rising interaction volumes and complex inquiries make it harder for teams to determine customer satisfaction, spot trends, manage workload, and guide performance. **Manual interaction review limits visibility and slows improvement.**

Enghouse Interactive's AI Quality Management converts recorded interactions across all channels into structured intelligence that reduces manual workload for agents and supervisors, highlights the insights that matter, and strengthens coaching and service quality.

Where Manual QA can break down

- ✔ Manual scoring is time-intensive, so coverage is low
- ✔ Limited interaction evaluation coverage means poor overall service visibility
- ✔ Organizations rely on manual survey samples to determine customer sentiment
- ✔ Assessments can be unreliable when they vary by manager, agent, and sample bias
- ✔ Leaders need clearer patterns to support improved agent performance
- ✔ Inadequate interaction summaries impair post-engagement follow-up

Targeting Contact Center Tasks with AI-Driven Efficiencies

AI Quality Management combines intelligent automation with deep contact center expertise to streamline tasks, reduce manual effort, and support consistent, high quality service delivery across every interaction and channel. These capabilities work together to ensure customer engagements can be measured, understood, and improved.



Summaries and Highlights



Sentiment Detection



Topic Identification



Follow-up Action Tasks



Interaction Evaluation



Multilingual Interaction and Evaluation Translation

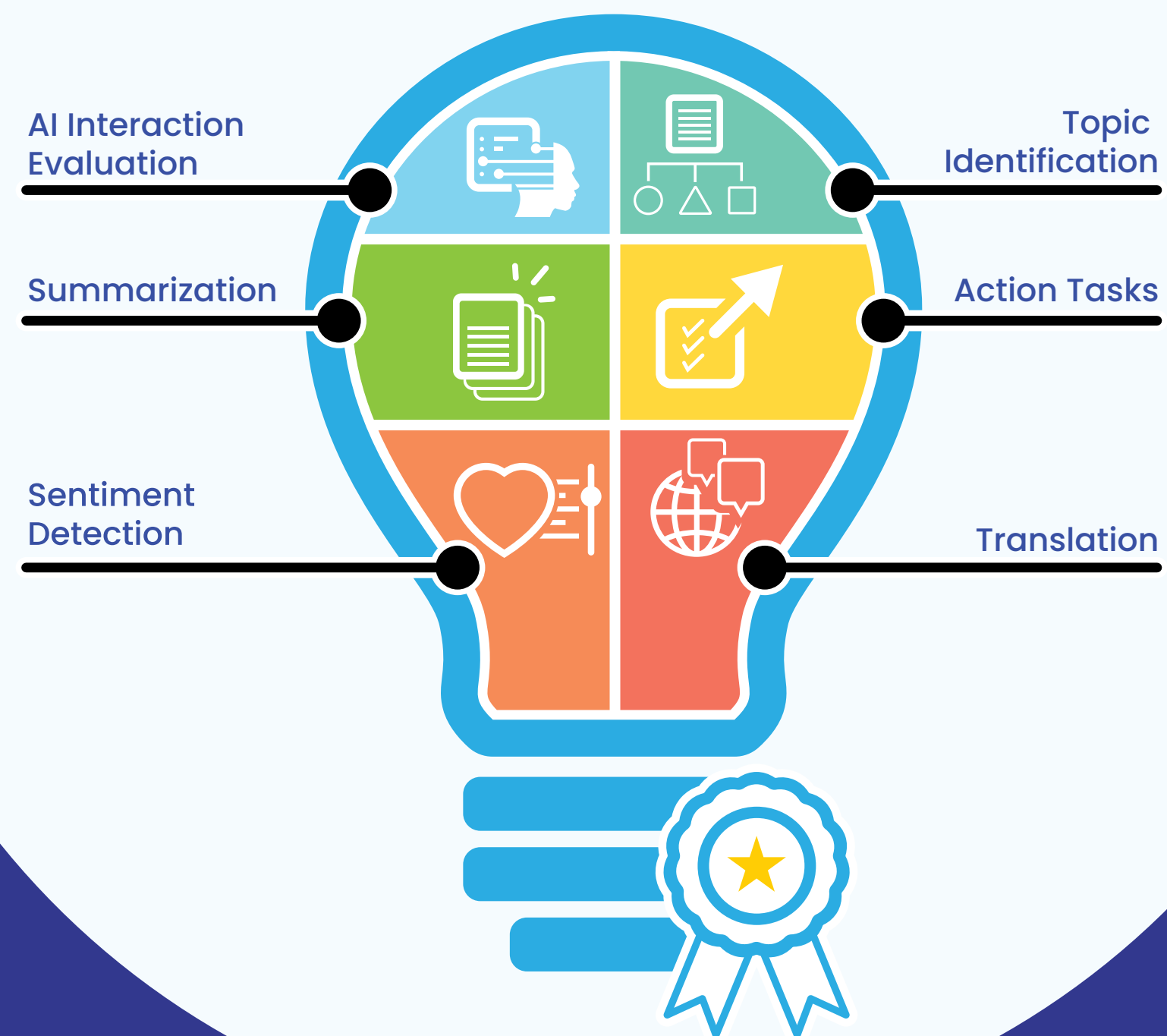
Improve Outcomes for Your Customers: **Understand content, tone, and themes for every engagement.**

- ✔ Highlight interactions that need attention through sentiment and topic cues.
- ✔ Reveal patterns that influence satisfaction and service delivery.
- ✔ Support faster resolution by identifying follow-up needs automatically.
- ✔ Maintain consistency across channels and languages via translated transcripts.

Support Supervisors and Agents at Scale: **Reduce manual tasks; support coaching, admin, and decision making.**

- ✔ Reduce ACW, improve FCR with concise summaries and action tasks.
- ✔ Strengthen coaching with unbiased evaluation and complete interaction visibility.
- ✔ Identify skills gaps quickly through sentiment shifts and topic trends.
- ✔ Transcribe interactions in over 50 languages with 85–97% accuracy

Automated Quality Management for Enhanced Agent & Supervisor Support



Strengthen Enterprise Control and Delivery: Efficiently improve CX delivery and operations with scalable, consistent QA.

- ✓ Automate evaluation across 100% of interactions to remove sampling bias.
- ✓ Reduce operational costs by minimizing manual QA and post-call tasks.
- ✓ Support multilingual operations with translation and consistent scoring.
- ✓ Surface trends that inform workforce planning, training, and service improvement initiatives.



The accurate call summary and automated reporting enabled meaningful improvements in training and coaching and provided the capability to learn and improve dynamically. The insights we've received allow us to address potential issues and recognize outstanding work from our staff.

Planning Manager at Housing Association

Real results that Strengthen Performance and Customer Outcomes

Your business needs:

Reduce operational costs

Strengthen first contact resolution

Find the right interaction faster

Support multilingual operations

Targeted coaching insight

Increase visibility

How AI Quality Management drives improved service quality while reducing cost and effort:

Improve agent productivity and reduce supervisor workload through automation and consistent interaction coverage.

Identify training needs earlier and resolve issues faster, reducing repeat contacts and improving customer satisfaction.

Streamline interaction searches so supervisors can locate relevant calls quickly and focus their time on higher-value review work.

Efficiently and consistently support global quality management programs, no matter the language.

Get clearer insights with more complete interaction coverage for targeted and impactful coaching.

Access complete interaction coverage rather than limited samples, helping leaders surface trends and risks earlier.

Designed to deliver measurable improvements in performance, productivity, and customer outcomes.

Enghouse Interactive's AI Quality Management strengthens productivity by reducing manual effort and improving the speed and consistency of quality reviews. Teams gain clearer insight into customer issues, enabling faster resolution and more accurate decision making across the contact center.

A UK Housing Association customer uses **AI Interaction Evaluation** to assess engagements for 150 agents.

Over 1 month:

Manual Evaluations completed:

238

AI Evaluations completed:

51,000

Benefits:

- ✓ 100% of contact center engagements covered
- ✓ Consistent, unbiased approach across all interactions
- ✓ The complete data set exposed clearer trends and issues
- ✓ Supervisors freed up to spend more time on coaching
- ✓ Better data for more targeted coaching
- ✓ Sentiment visibility proved a high CSAT, validating CX teams

Adaptable to Every Industry's CX Needs

Enghouse's AI Quality Management is used by nearly 500 customers throughout the world. Supported in each region locally, it is built to strengthen quality and service delivery across diverse environments.



Financial Services

Maintain compliant, clear, trustworthy communication while managing sensitive interactions.

Ensure consistent review standards and compliance with automated evaluation and full-coverage analysis.



Healthcare

Support patients and caregivers with timely, empathetic communication.

Capture essential details and follow-up steps accurately with summaries and action tasks, so teams can focus on care rather than admin.



Retail

Convert shoppers; identify issues that obstruct buying or drive customer frustration.

Highlight recurring problems with summaries, sentiment cues, and topic flags to help teams process sales accurately the first time.



B2B SaaS

Protect adoption, satisfaction, and renewals with consistent CX.

Get insights into recurring issues that obstruct onboarding and support by using topic identification, multilingual quality reviews and full-lifecycle interaction evaluations.



Utilities

Manage high call volumes and regulatory expectations.

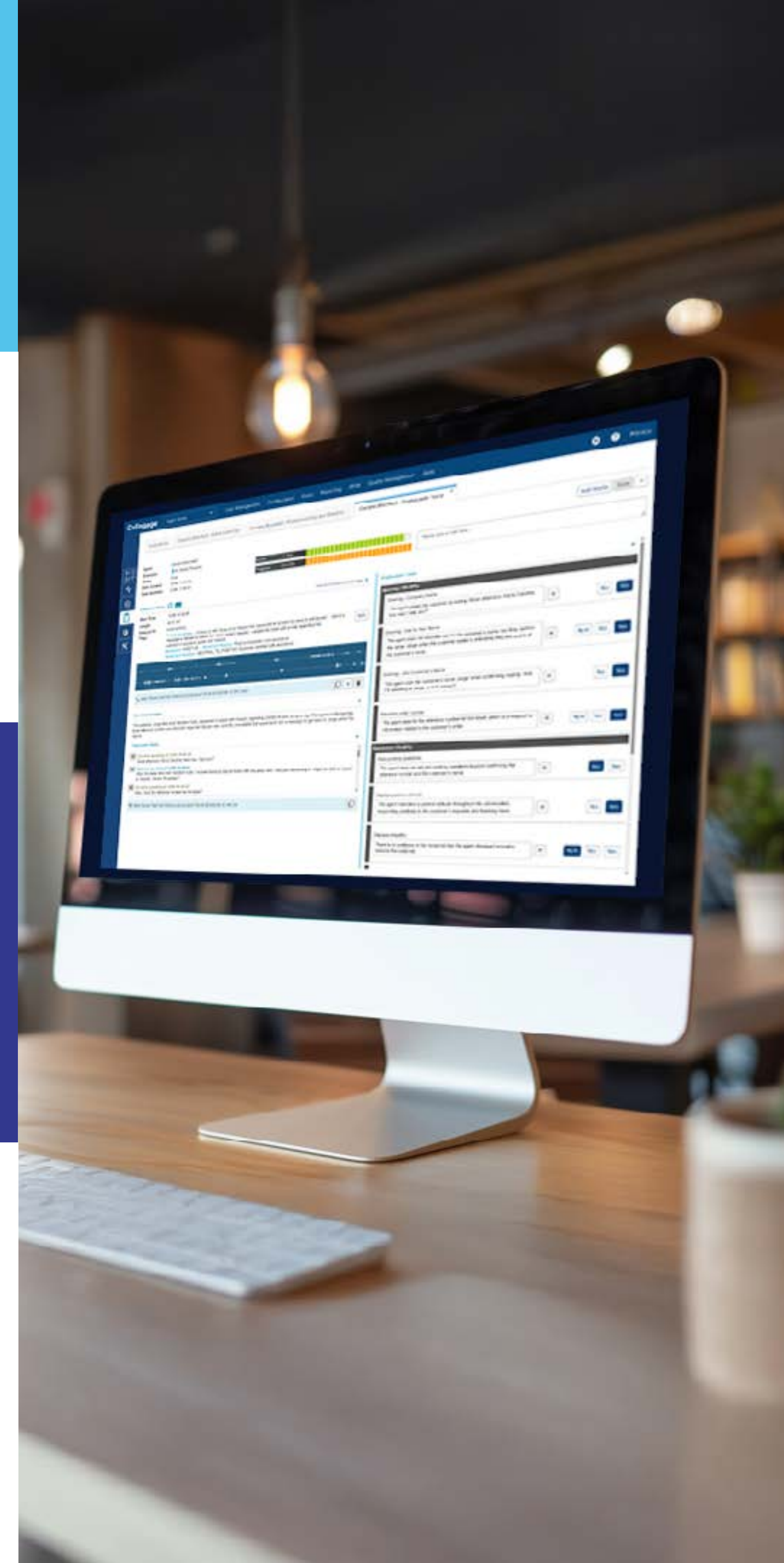
Reveal coms issues and help refine messaging by reviewing and highlighting critical interactions with AI-powered evaluation, interaction summaries and topic identification.



Public Sector

Meet rising citizen expectations with responsive, accessible service despite limited resources.

Surface priority cases and improve clarity and consistency across all citizen interactions with AI evaluation, summaries, sentiment, and topic cues.








Build Trust and Support Consistent Quality


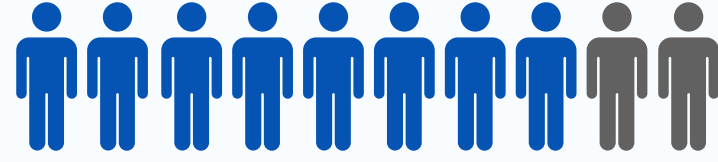



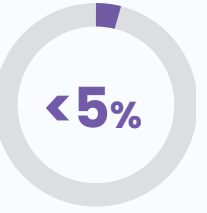

AI Quality Management is designed for business and customer confidence.

- ✓ Strengthen operational control by applying consistent, transparent processes across every stage of the interaction lifecycle.
- ✓ Reduce manual effort and improve agent productivity with summaries and follow up actions, while increasing customer satisfaction.
- ✓ Improve visibility into customer needs across all regions and channels via sentiment, topic cues, and multilingual transcripts.
- ✓ Achieve unbiased scoring at scale with automated evaluation, ensuring quality standards are met with accuracy and fairness.

Together: Compliance, coaching, and continuous service improvement.

 <p>Complete interaction visibility</p>	 <p>Consistent, unbiased scoring</p>	 <p>Evidence based coaching insight</p>
 <p>Multilingual transcript support</p>	 <p>Reliable automated evaluation</p>	 <p>Increased agent productivity</p>

AI in Customer Support Quality Assurance: What the Analysts say

 <h3>Frees up Resources</h3> <hr/> <h1>80%</h1> <p>80% of contact center leaders found AI-driven analytics accelerated the QA process</p>  <p>ContactBabel</p>	 <h3>Saves Costs</h3> <hr/>  <h1>>50%</h1> <p>Automating QA can reduce QA costs by 50%</p> <p>McKinsey & Company</p>	 <h3>Improves Effectiveness</h3> <hr/> <p>Manual QA</p> <ul style="list-style-type: none">• Typically evaluates <5% of total engagement• Is prone to human bias and inconsistency due to small, random sampling.  <h1><5%</h1> <p>AI-enabled QA</p> <ul style="list-style-type: none">• Evaluates up to 100% of total engagement• Delivers >90% accuracy vs. 70-80%  <h1>100%</h1> <p>McKinsey & Company</p>
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The Smarter Way to Manage Quality Across **All CX Interactions**

Enghouse AI Quality Management gives contact center leaders visibility and control over engagement. Scalable automation, actionable insight, and proven outcomes deliver quality to your business, your team and your customers.

Book a demo to see how
AI Quality Management
supports your engagement
and operational goals



Enquire about
becoming an
Enghouse Partner



About Us

Enghouse Interactive is a leading global provider of contact center software, services and video solutions serving thousands of customers for over 40 years. Its portfolio spans cloud, on-premises, and hybrid CX platforms along with quality management, workforce optimization, outbound communications, and video technologies. Enghouse Interactive is a subsidiary of Enghouse Systems Ltd (TSX: ENGH).

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