

5.8 Quality Management

Bright Pattern Documentation

Generated: 5/28/2022 1:36 pm

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Omni QM for Agents

Welcome to Omni QM!

Omni QM is a quality management system natively built in to the Bright Pattern Contact Center omnichannel customer experience (CX) platform. Omni QM is designed to help contact centers evaluate and improve the quality of agent communications across media channels.

As an agent, you serve a very important role in your company's customer service offerings. You are often the customer's first point of contact, and you handle many customer requests, sometimes simultaneously, on a variety of media channels, from voice and email to chat, SMS, messenger, and video.

Omni QM helps you to review your interactions and identify the areas in which you need to learn about and improve. This platform is a tool that can help you work better and provide positive customer experiences. Using Omni QM simply means going about your daily work as usual, noticing alerts to evaluations that need your attention, and taking action.

Evaluators will be reviewing your interactions, checking that your performance meets expectations for compliance with required legal language, proper use of procedures, product and service knowledge, and so forth.

Working in Omni QM

In this section of the *Omni QM Guide*, you will learn how to use Omni QM as an agent.

Step-by-step tutorials are available for the following topics:

- [Navigating Omni QM](#)
- [How to View Your Evaluations](#)
- [How to Accept or Reject an Evaluation](#)
- [How to View and Understand Your Quality Score](#)
- [How to Do a Self-Evaluation](#)