zoom Quality Management

Unlock insights. Drive performance. Elevate customer experience.

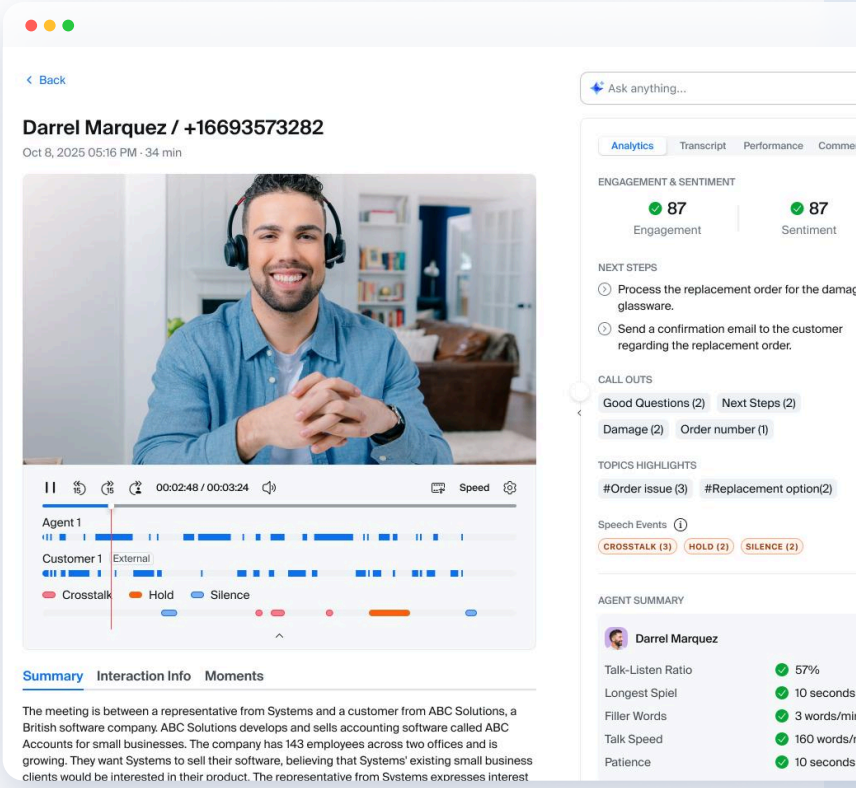
zoom Quality Management

Workforce Management | Virtual Agent | Contact Center | AI Expert Assist

Zoom Quality Management reimagines how organizations measure and elevate customer experience. Built natively within the Zoom Customer Experience (ZCX) suite, Zoom QM leverages AI to automatically evaluate every interaction—across voice, chat, video, and digital channels—so teams can quickly uncover insights, improve agent performance, and drive business outcomes.

With sentiment analysis, topic detection, and Ask QM, quality managers move beyond manual reviews to deliver data-driven coaching that enhances both agent engagement and customer satisfaction.

But the impact of Zoom QM extends well beyond the contact center. By unifying quality data across the entire customer journey, Zoom Quality Management empowers every part of the organization to act on what customers are saying, transforming conversation data into continuous business improvement.



Uncover the root causes of poor CX

Automatically evaluate 100% of interactions and use AI-powered analytics to identify patterns, sentiment, and service breakdowns across voice and digital channels.

Streamline manual QA workflows

Eliminate the bottlenecks of traditional QA. Automate scoring, surface the right interactions, and reduce evaluation time with intelligent workflows and smart sampling.

Identify trends across all customer interactions

Uncover what is driving interactions and engagements across every channel so you can stay ahead of customer needs.

Ensure quality across every channel

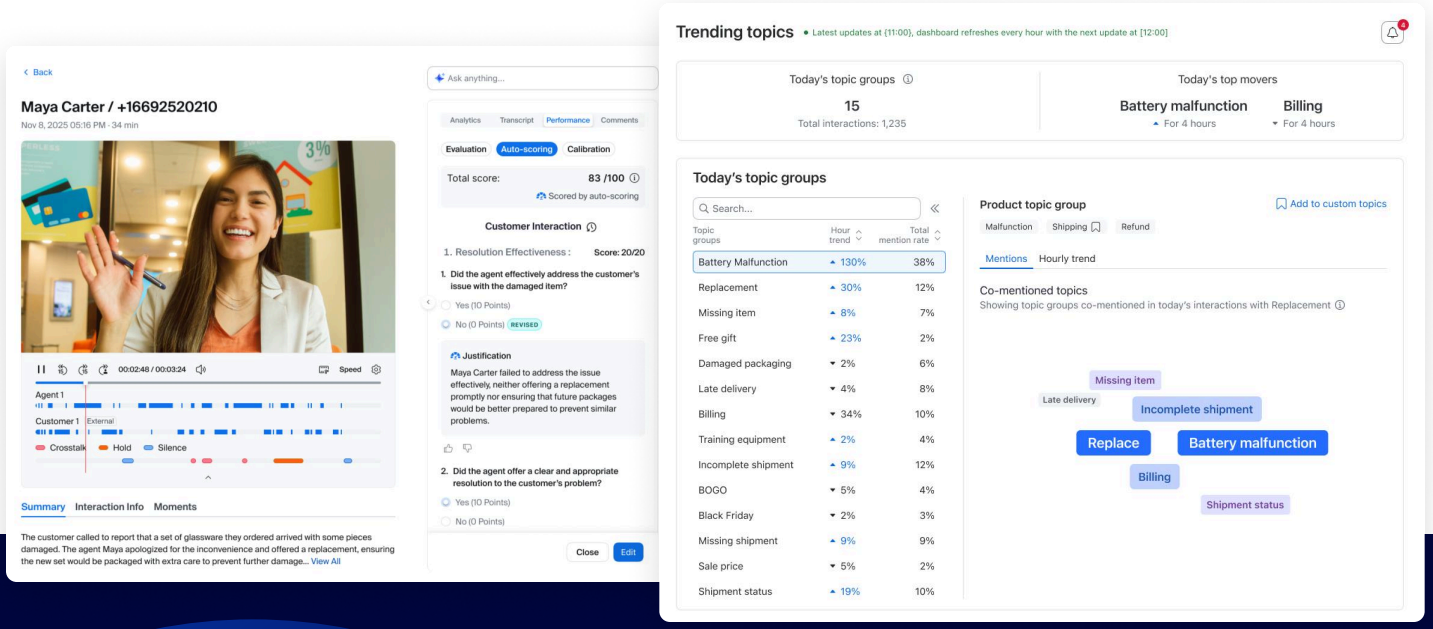
Gain valuable insights from all interactions types across voice, video, chat, email, and messaging channels.

Turn quality insights into business impact

Link agent performance directly to customer outcomes with integrated dashboards, real-time alerts, and performance tracking.

Drive consistent, high-performance agent behavior

Monitor trends, assign targeted coaching, and track performance over time to build confident, consistent agents who deliver better outcomes.



Ensure quality and compliance

With our native Zoom Quality Management solution — part of the Zoom Customer Experience suite — your team gains consistent oversight and reliable performance.

Visit our website

Why Zoom Quality Management?

Automated scoring & evaluations

Spend less time listening to call recordings and reading transcripts and more time coaching agents.

Built-in speech analytics

Extract insights from recorded, transcribed, and summarized customer interactions

Ask QM to uncover insights faster

Leverage a conversational AI interface to dig deeper into interactions and surface more insights

Topic and keyword detection

Leverage keyword and topic detection to understand trends across your customer interactions.