

Quality management scores the work on purpose

The workforce engagement page describes quality management as multi-channel evaluations, real-time agent desktop monitoring and assistance, and automated scoring and evaluation selection. The quality page says manual review covers a small share of interactions and frames that as a problem the product is aimed at. It does not give this lab a measured percent.

A score without a recording and a form is a mood. The WEM data-sheet page says the suite is about integrating recording with quality management, interaction analytics, workforce management, recording data protection, customer surveys, and CRM connectors. Those are the pieces. They are not one button.

Keep QM, surveys, and analytics apart

Do not invent the small-share percent

Sources and go deeper

Workforce engagement management. vendor.

<https://www.five9.com/products/capabilities/workforce-optimization>. last checked 2026-10.

Quality management. vendor.

<https://www.five9.com/products/capabilities/call-center-quality-management-monitoring-tools>.

last checked 2026-10.

WEM data sheet. vendor. <https://www.five9.com/resources/data-sheet/five9-wem>. last checked 2026-10.