

Quality management and analytics

Quality scores a recording against a form. Analytics sweeps interactions. The percents stay on the page that printed them. 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. The evaluation list is forms, queries, coaching, and assignment The WEM quality list names call, screen, and digital-channel transcription capture, real-time call and desktop monitoring, flexible evaluation form creation, query, coaching packages, and automated evaluation assignment. Monitoring and coaching are on the quality pages The WEM list includes real-time call and desktop monitoring. The quality page adds real-time monitoring and coaching, and a line that says supervisors can be flagged for immediate coaching with dynamic guidance. It also says agent assistance can be personalized from agent competency. Analytics is a sweep across interactions The WEM page says interaction analytics analyzes 100 percent of captured interactions to find trends, automate the quality process, and see where service went well or badly. The feature list names voice, chat, and email, 100 percent call transcription, automated QM scoring, statistical group comparison, ad hoc word or phrase search, automatic categorization, and emotion and sentiment analysis. Performance views are dashboards, wallboards, and KPIs The WEM page lists performance management separately from quality and from analytics: role-based customizable dashboards, customizable KPIs and metrics, real-time performance visibility, data from external sources, wallboards, and gamification. Agents can read evaluations without a second story The desktop page says Plus can show schedules, adherence, time-off requests, and evaluations without leaving the desktop. The same page says WFO connectors can show schedules, adherence, time off, shift bidding, and evaluation review inside the CRM. A quality review you can finish Finish a quality note with the lists that opened. Name the form, the monitoring, the analytics sentence with its percent attached to a page, and the place the agent reads the score. Say whether you mean the WEM list or the quality page when the words differ.

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.

confirm. The WEM page says 100 percent of captured interactions and 100 percent call transcription. The quality page says up to 100 percent. This lesson does not merge them. last checked 2026-10.

confirm. A Five9 Analytics PDF downloaded in this check did not yield readable sentences. No retention period or visualization count is taken from it. last checked 2026-10.

Agent Desktop. vendor.

<https://www.five9.com/platform/self-service-and-engagement/agent-desktop>. last checked

2026-10.

confirm. Notice and consent are not re-quoted in this chapter. The license page was not the source opened for these lessons. last checked 2026-10.

confirm. The quality page says routing, assistance, and coaching can be refined with zero human involvement. This lab did not test that claim. last checked 2026-10.