CUSTOMER ENGAGEMENT ANALYTICS
DRIVING TOTAL BUSINESS TRANSFORMATION

Make experiences *flow*

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.
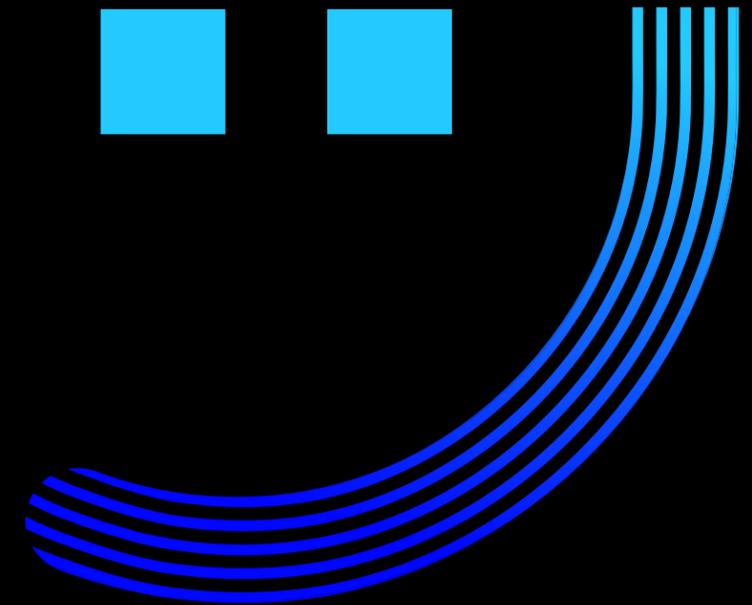
www.nice.com

TABLE OF CONTENTS

This collection of customer case studies spans various industries and businesses of all sizes. These organizations have utilized Nexidia Analytics, Quality Central, and Enlighten AI to solve for key challenges, realizing a return on investment.

FINANCIAL
SERVICES

BANCO BMG

banco bmg

Read Full Case Study ➤

"By implementing Nexidia Analytics, we aim to improve customer journeys, process effectiveness, prevent fraud, and improve the relationship with our regulatory agency."

—EDUARDO MAZON, EXECUTIVE DIRECTOR

Solutions
- Nexidia Analytics

Impact
- **50%** increase in satisfied customers
- **12.6%** reduction in non-talk time
- **90%** reduction in manual sales auditing
- **$1M** estimated savings

Background

One of Brazil's leading retail banks, primarily providing credit card withdrawals tied to payroll accounts.

- Two contact centers in Brazil (Minas Gerais and Goias)
- 4.8 million clients
- 830K new accounts and 4M new cards in 2019 only
- Over 800 branches
- 14,000 remote representatives
- 790 contact center agents
- 4.8 million interactions annually

Highlights

IMPLEMENTED COMPREHENSIVE SPEECH ANALYTICS
- Began capturing 100% of customer interactions
- Detected customer dissatisfaction in real time
- Monitored calls for flow and excessive non-talk time

LEVERAGED DATA FOR GREATER EFFICIENCY
- Identified where validation efforts could be automated
- Tracked results for individuals and teams
- Centralized analytics management

CUSTOMIZED ANALYTICS AND REPORTING
- Adapted for three business areas (sales and credit, customer service, and the ombudsman's office)
- Focused analysis on service quality, operational effectiveness, and detecting fraud through custom KPIs
- Produced monthly reports both on a recurring basis and ad hoc

BANCO BMG

banco bmg

Read Full Case Study ▶

"Nexidia Analytics and Blue6ix consultancy allowed a new look at the customer service, measuring the effort linked to the processes that impact the relationship with the customer. It promoted the necessary changes in order to improve the customer experience."

—FLAVIO VINICIUS SANTOS DE OLIVEIRA, HEAD OF CUSTOMER EXPERIENCE

Solutions
- Nexidia Analytics
- Quality Central

Impact
- **2.8%** reduction in interruptions
- **18%** reduction in call times
- **9%** reduction in complaint and dissatisfaction mentions
- **2.3%** increase in sentiment transition
- **13X** more automatic evaluations per agent
- **7.4%** improvement in quality scores

Background

One of Brazil's leading retail banks, primarily providing credit card withdrawals tied to payroll accounts.
- Two contact centers in Brazil (Minas Gerais and Goias)
- 4.8 million clients
- 830K new accounts and 4M new cards in 2019 only
- Over 800 branches
- 14,000 remote representatives
- 790 contact center agents
- 4.8 million interactions annually

Highlights

IDENTIFIED OPPORTUNITIES TO IMPROVE SERVICE
- Developed a map of verbal interaction patterns indicating service and process gaps along a customer's journey
- Tracked a new customer effort metric using Nexidia Analytics to pick up cues from interactions
- Easily created customized, regular and ad hoc reports with centralization of analytics

BUILT A STRONG RELATIONSHIP WITH CUSTOMERS
- Incorporated customer perceptions of new products and branding into strategic decision-making
- Designed Nexidia Analytics queries to identify key phrases indicating behaviors reassuring customers of the commitment to resolve their issues
- Determined a customer's predominant type of communication based on analysis of verbal cues, in order to train agents to tailor interactions to each type of customer

QUICKLY IMPLEMENTED NEW OPERATION MODELS IN RESPONSE TO THE PANDEMIC
- Maintained monitoring of agent service levels in a 100% at-home workforce
- Developed phonetic searches for expressions associated to customers' pandemic-related concerns
- Deployed new automatic scorecard evaluations based on novel queries, metrics and business rules

FIFTH THIRD BANK

FIFTH THIRD BANK

Read Full Case Study ▶

"Enlighten AI analyzes every interaction and provides additional intelligence on agent behaviors for more effective coaching conversations that improve the customer experience. Our goal is to be number one from a customer experience standpoint, and NICE is helping us climb the ladder in those rankings.."

—KEVIN ANDERSON, SPEECH ANALYTICS PROGRAM MANAGER

Solutions
- Nexidia Analytics
- Enlighten AI
- Engage
- Workforce Management

Impact
- **2300+** agent interactions analyzed for more accurate customer experience understanding
- Increased customer sentiment scores and lowered costs
- **15.7M+** interactions analyzed; 77% automatically characterized by speech analytics
- Evolved from performing 50 CSAT surveys a week to evaluating **77%** of all interactions
- **6** FTEs repurposed from optimizations found through speech analytics

Background

One of the largest banks in the Midwest, Fifth Third is a diversified financial services company headquartered in Cincinnati, Ohio, and the indirect parent company of Fifth Third Bank. Fifth Third was founded in 1858, and operates four main businesses: commercial banking, branch banking, consumer lending and wealth & asset management.

- 2500 agents
- Over 1,100 full-service locations
- Approx $211.11 billion in assets
- Two contact centers

Highlights

LEVERAGED ANALYTICS FOR GREATER CX INSIGHTS
- Transitioned away from limited use of costly manual surveys to AI-powered speech analysis of 100% of calls
- Identified root causes of short-term call volume trends thru word cloud and speech analytics
- Gained deeper understanding of customer intent, both in the moment and over time

FOCUSED ON IMPROVING AGENT COACHING AND BEHAVIOURS
- Improved internal satisfaction KPIs by investing in agent coaching based on behaviors that drive positive sentiment
- Agents receive targeted training and can be objectively rated and compared with peers on behaviors
- Gained improved employee productivity and higher employee compliance

TRANSFORMED THE VOICE OF CUSTOMER USING AI AND DATA
- Promoted company-wide commitment to behavioral metrics and overall focus on customer sentiment
- Planned expansion of speech analytics to support compliance and risk management goals
- Proved that customer satisfaction scores and sentiment scores are directly correlated

FINANCIAL SERVICES

KEYBANK

KeyBank ⚷

Read Full Case Study ⊙

"NICE solutions have proven their value – saving us time, reducing costs, and improving customer satisfaction – all within a matter of months."

—KAREN HERNANDEZ, QUALITY MANAGER

Solutions
- Nexidia Analytics
- Quality Central

Impact
- **50%** decrease in number of QA forms
- **93%** reduction in number of evaluation disputes
- **8 hours** saved per week by supervisors completing evaluations with better workflows and objective analytics
- NPS scores hit a record monthly high
- Reassigned five employees from the QA team thanks to increased efficiencies and automation

Background
One of the largest regional financial services companies in the United States, serving retail, small business, corporate, investment, and private consumer clients.
- Approximately $146.7 billion in assets
- Locations in 15 states, with HQ in Cleveland, OH
- 16,898 full-time equivalent (FTE) employees

Highlights
LEVERAGED INTERACTION ANALYTICS FOR IMPROVED SERVICE QUALITY
- Leadership submits queries through the Quality Central portal for specific information on trends, repeat issues, and best practices
- Replaced manual QA forms with on-demand and predefined reports
- Supervisors automatically alerted to "at-risk" interactions or compliance issues.

LAUNCHED NICE SOLUTIONS AS A PILOT FOR PROOF OF VALUE
- Worked with NICE Value Realization Services to implement Quality Central
- Onboarded employees with weekly training sessions
- Issued regular reports to company leadership on progress and impact
- Adjusted full go-live deployment based on feedback from the field

RESHAPED QA WITH NEW WORKFLOWS AND GREATER AUTONOMY
- Automatically evaluates every interaction of every agent, replacing random monitoring and individual supervisor assessments
- Empowered agents with independent on-demand access to call recordings, analytics, and detailed and automated feedback
- Replaced undefined subjective QA form questions with accurate and objective Nexidia-based sentiment scores

14

NIMBLE GROUP

NIMBLE :V GROUP

Read Full Case Study →

"Nexidia Analytics immediately gave us powerful insights into agent behavior, and helped us develop a new skills framework with online coaching content and micro-courses to improve those behaviors."

—INGRID DE LEEUW, SPECIAL PROJECTS

Solutions
- Nexidia Analytics

Impact
- **100%** of calls tracked and analyzed by Nexidia Analytics
- **>80%** reduction in non-compliant calls
- **50%** increase in agent adoption of effective collections language
- Improved regulatory compliance
- Agent dashboards enable self-measurement and correction
- Data-driven skills training across key areas of agent performance
- Instant insight into lift from focused agent training

Background Provides services in the non-performing loan market.
- 1,500 agents in six centers in South Africa, Botswana, Kenya, and Namibia
- 350,000 daily contacts

Highlights

ANALYSIS OF KEY AREAS OF AGENT ACTIVITY
- Thirty Nexidia queries deliver insights into key behaviors
- Nimble benefits from more granular understanding of strengths and weaknesses of each agent across each key focus area
- Agents measured across five key disciplines: compliance, risk management, effectiveness, profitability, and efficiency

FULL COVERAGE OF FAST-GROWING, DISPARATE WORKFORCE
- Nexidia provides full coverage of agents operating in multiple centers across national boundaries
- Minimal disruption from pandemic-response switch to WFH staffing
- Nimble continues to operate at two-thirds WFH with no impact on Nexidia coverage and analysis

DASHBOARDS & REPORTING PROVIDE INSTANT AGENT ANALYSIS AND FEEDBACK
- Agents can self-monitor performance across key behavior areas relative to peers, and drill down for recommended best-practices and micro-training
- Nimble gained greater understanding of top behaviors of standout agents in each area of key performance
- Training now produces instant results visible in reporting, eliminating rollout and reporting lags from previous agent skills observation methods

NORTHWESTERN MUTUAL

Northwestern Mutual®

Read Full Case Study ⊙

"Nexidia Analytics is helping drive the transformation from manual tallying and estimates to statistically valid samples and robust data."

—CHRIS MCFADIN, CALL ANALYTICS & INSIGHTS CONSULTANT

Solutions
- Nexidia Analytics

Impact
- **100%** call recording and analysis for the Billing & Payments contact center
- **20%** less post-call work
- **6 seconds** per call reduction in AHT for 1.2 million calls per year
- **40%** estimated improvement in reporting efficiency
- **4 months** time to value

Background Largest direct provider of individual life insurance in the United States.
- 4.5 million clients
- Over 1,000 Customer Service Representatives
- 3 million+ calls per year

Highlights APPLIED ANALYTICS TO IMPROVE SERVICE
- Captured every call, using sophisticated speech analytics to determine its nature
- Assigned dedicated speech analytics team to provide detailed on-demand
- assessments and in-depth reports
- Allowed analytics-driven systemic retro-processing in minutes

INTRODUCED AUTOMATIC CALL CATEGORIZATION AND TALLYING
- Reduced handle time due to less post-call work and greater focus on the customer
- Annual time savings equivalent to working hours of 2 FTEs
- Improved reporting efficiency, consistency and comprehensiveness

ORGANIZED DATA IN A MORE STRUCTURED AND CLEAR FORMAT
- Automatically identified data complexities and outliers
- Allowed more sophisticated queries of the data
- Provided dozens of ways to identify call center trends

NORTHWESTERN MUTUAL

Northwestern Mutual®

Read Full Case Study ▶

"One individual declared during training 'I am going to save so much time!' Another asked if we were accepting hugs. The feedback we received from CSRs, coaches, and managers after rolling out NICE Quality Central has been incredibly rewarding!"

—BRIANNA THOMPSON, CALL ANALYTICS & INSIGHTS CONSULTANT

Solutions
- Nexidia Analytics
- Quality Central
- Value Realization Services

Impact
- **67%** faster access to recorded calls
- Accelerated ROI
- Increased coaching timeliness
- More secure call sharing
- More in-depth evaluations
- Eliminated labor hours
- First-ever agent self-evaluations
- First-ever coach-the-coach capabilities

Background

Largest direct provider of individual life insurance in the United States.

- 4.5 million clients
- Over 1,000 Customer Service Representatives
- 3 million+ calls per year

Highlights

REAL WORLD GUIDANCE FOR MANAGED CHANGE

- Partnered with NICE Value Realization Services (VRS) to leverage a design thinking approach to understand the spoken and unspoken needs of CSRs and coaches. Insights gained highlighted what aspects of quality needed attention, but also gave the employees the opportunity to co-create the new quality program.
- The VRS team began its work with an on-site assessment to understand where the company stood on a business maturity scale and how best to move to the next level. This process helped Northwestern Mutual identify company strengths as well as opportunity areas.

REALIZING THE VALUE OF QUALITY CENTRAL AND NEXIDIA ANALYTICS

- Easy and fast implementation with pre-built, customizable quality forms, reports, portals, dashboards, and workflows.
- Call tagging and analytics make identifying calls for evaluation and coaching more convenient and consistent.
- Evaluation reporting has also gone to the next level. Smart forms use contingent, branching answers that provide a deeper understanding of the reasons behind CSR evaluations.
- Nexidia and Quality Central made it possible, for the first time, to coach the coach. They provide more authentic and automatic call calibration of evaluations, revealing how different coaches score the same kind of call.
- Another first for Northwestern Mutual is the capability of CSRs to self-evaluate. Employees have ongoing access to their own evaluations, including the audio of recorded calls, in one place.

US BANK

usbank

Read Full Case Study →

"Nexidia captures data and extracts insights we weren't previously able to access, eliminating blind spots across the enterprise."

—JASON BETTINI, CUSTOMER ANALYTICS LEADER

Solutions
- Nexidia Analytics
- Engage Recording

Impact
- **$96K** saved in 120 days with optimized agent service
- **$2.6MM** in projected 2020 savings across the enterprise

Background

The fifth-largest bank in the United States, providing consumer and business banking, investment, home financing, trust, and payment service products.

- 74,000 employees
- $467 billion in assets
- 12 contact centers
- 4,000 agents
- 55 million interactions annually

Highlights

IMPLEMENTED COMPREHENSIVE INTERACTION CAPTURE

- Captures all unstructured interactions
- Provided sentiment analytics for speech-based communications

INCREASED PRODUCTIVITY WITH IN-DEPTH ANALYTICS

- Allows sophisticated queries and customizable reports
- Centralizes analytics management with easy-to-use interactivity
- Rapidly provides insights into pain-point root causes, trends, and churn

FOCUSED ON DEPLOYMENT PREPAREDNESS

- Sent a weekly "playbook" to all stakeholders with up-to-date information and lessons learned
- Customized user-specific access and training for the Nexidia solution, meeting the specific operational needs of each line of business
- Realized results within the first 90 days of implementation

BUSINESS PROCESS
OUTSOURCING

ATENTO

ATENTO:

Read Full Case Study ▶

"From the moment of implementation, we saw how we'd achieve solid benefits from NICE Nexidia and its actionable recommendations."

—HELENA GHIDELLI DE ABREU, HEAD OF DIGITAL VOICE

Solutions
- Nexidia Analytics
- Quality Central

Impact
- **79%** increase in customer NPS
- **51.4%** QA workflow automation
- **40%** increase in productivity
- **14%** improvement in AHT
- **2-3x** more analyzed interactions

Background   Largest business process outsourcing and customer relationship management company in Latin America, and among the top five worldwide.

- Contact centers in 14 cities in Brazil
- Over 80,000 agents
- Annual call volume of 90M
- Services for 400 clients with 500 million customers

Highlights   OPTIMIZED QUALITY MANAGEMENT

- Streamlined QA processes with extensive automation
- Ensured all interactions were captured and searchable
- Increased the number of interactions analyzed in depth

GAINED BROAD BUSINESS INSIGHTS FROM ANALYTICS

- Implemented process optimization recommendation
- Shared sales, claims and objection-handling best practices
- Identified contact reasons with word cloud and root cause analysis

REFINED QA METRICS AND PERFORMANCE KPIS

- Created new KPIs for non-talk, crosstalk, and sentiment
- Analyzed high attrition calls for sentiment and crosstalk markers
- Improved AHT by remodeling agent scripts based on analytics

ATENTO

ATENTO:

Read Full Case Study →

"NICE Nexidia helped us engage and motivate our agents, because they felt that they were part of a transparent process put in place to help them. They could see through the platform that the mentions we were encouraging them to use would result in success."

—GIULLIANO FLORENTINO, INTERACTION ANALYTICS AND TRANSFORMATION SENIOR MANAGER

Solutions
• Nexidia Analytics
• Quality Central

Impact
• **65%** reduction in customers who do not want to hear a proposal
• **63%** increase in the volume of formalized agreements
• **64%** increase in conversion rate (Agreements/Call Answered)
• **5%** improvement in the quality of service indicator
• **56%** increase in the use of winning arguments
• Improved schedule adherence reporting
• Thousands of dollars in annual cost savings

Background
Largest business process outsourcing and customer relationship management company in Latin America, and among the top five worldwide.

• Contact centers in 14 cities in Brazil
• Over 80,000 agents
• Annual call volume of 90M
• Services for 400 clients with 500 million customers

Highlights
ESTABLISHED A NEW COLLECTIONS MODEL LEVERAGING THE POWER OF NICE NEXIDIA

• Automated the classification of reasons customers default
• Mapped the economic profile of customers to make specific offers to targeted audiences
• Captured successful sales pitches to disseminate to the rest of the agents to improve their negotiation results

ENABLED AGENTS TO ACHIEVE THEIR GOALS

• Developed new scripts based on successful outcomes
• Trained agents on leveraging Nexidia Analytics to improve their performance and increase their variable pay
• Leveraged Quality Central to analyze behavioral deviations that impact KPIs and compliance

CSU

CSU

Read Full Case Study ➤

"NICE Nexidia helped transform CSU into a more competitive organization."

—DANIEL MORETTO, SALES DIRECTOR

Solutions
- Nexidia Analytics
- Quality Central

Impact
- **60%** increase in Quality Team productivity
- **100%** interaction capture
- **3 FTEs** equivalent in savings
- **80%** reduction in average interaction analysis time
- Automated analysis and quality assurance workflows
- First-of-its-kind independent quality assurance monitoring services

Background Business process outsourcer in the Brazilian high-tech service market.

- Five contact centers in Sao Paulo, Belo Horizonte, and Pernambuco
- 24/7 service
- Contact volume of approximately 60 million

Highlights IMPLEMENTED COMPREHENSIVE ANALYTICS

- Began capturing 100% of customer interactions
- Monitored calls for service level adherence, customer satisfaction, and agent performance
- Reduced the time needed for interaction analysis from five days to one

REMODELED QUALITY ASSURANCE MODELS

- Automated quality assurance workflows with information from Nexidia
- Added rapid insights, real-time data, and easy-to-use interactivity
- Centralized administration of analytics and QA

CREATED A FIRST-ON-THE-MARKET QA PRODUCT (INSIGHTS)

- Customized Nexidia as part of a larger business expansion strategy
- Tested several QA business models with rapid, comprehensive feedback from Nexidia
- Began offering a new consultation, analysis, quality assurance, and quality management deliverable based on Nexidia Analytics

30

NEOBPO

neo

Read Full Case Study ⟩

"Insights, opportunities, and quality management transformation were the main objectives in deploying Nexidia. Quality form automation brought substantial increase in productivity and insights provided our clients with strategic information about customer experience."

—MAYCON DA PUREZA XAVIER, PLANNING DIRECTOR

Solutions

• Nexidia Analytics

• Quality Central

Impact

• **85%** automation of QA

• **200%** increase in productivity

• Savings on staff and resources

• Large scale interaction analysis

• First-of-its-kind independent quality assurance monitoring services

Background

One of the largest business process outsourcers in Latin America, providing innovative and customized solutions to some of Brazil's leading companies.

• Offices in five Brazilian states

• 11 operational units

• Over 14,600 employees

• Operates 24-hour contact centers in São Paulo, Rio de Janeiro, Ceará, and Paraná

Highlights

AUTOMATED INTERACTION QUALITY ASSESSMENTS

• Collected baseline intelligence on agent behavior and speech patterns among consumers

• Designed 2,400 automated queries dependent on voice analytics

• Designed quality assessment forms in consultation with company's customers

IDENTIFIED SPECIFIC AREAS FOR SERVICE IMPROVEMENTS

• Created a customer effort metric for analysis by the operational team

• Mapped interaction patterns to identify service gaps along the customer journey

• Created performance models and goals based on identified best practices

ROLLED OUT THE NICE SOLUTION GRADUALLY

• Carried out a pilot and then expanded to a larger project, with the intention of realizing the benefits in all sectors the company supports

• Hosted at least 50 training sessions for evaluators and analysts

• Improved efficiency and registered savings with staff reductions and lower service costs

TELEPERFORMANCE

Teleperformance

Read Full Case Study ➔

"The NICE solutions saved us money, improved performance, and continued producing value even after the initial ROI was achieved."

—PAUL JOUSTRA, DIGITAL TRANSFORMATION PROJECT LEAD, CEMEA

Solutions
- Nexidia Analytics
- Quality Central

Impact
- **40%** reduction in call silent time
- **20 sec** reduction in AHT
- **36%** decrease in call transfers among agents
- **55%** decrease in transfers after IVR interactions
- **3.2** FTE reduction on QA processes
- **6%** improvement in the transaction monitoring score
- **2.2%** improvement in CSAT

Background Business process outsourcing company specializing in omnichannel customer experience management.

- 400 contact centers in 80 countries
- 150,000 contact center and work-at-home agents
- Annual average volume of approximately 3B interactions

Highlights DEPLOYED NICE SOLUTIONS WITHIN ENTERPRISE QA PROGRAM

- Developed a detailed set of processes to focus improvement efforts
- Collaborated with NICE experts to ensure the solutions facilitated desired change
- Developed best practices based on the NICE products' quality and analytics

STREAMLINED PROCESSES FOR BETTER RESULTS OVERALL

- Automation and process optimizations saved money and improved performance
- Reduced silent time, contributing to the needed reduction in AHT
- Produced additional value even after initial ROI was achieved

IMPROVED ANALYTICS WITH A FOCUS ON THE CUSTOMER

- Captures 100% of customer interactions, for more powerful and accurate analysis
- Reduced call transfers indicate improved customer service levels and satisfaction
- Generated detailed insights into customer contact reasons and sentiment

TRANSCOM

Transcom

Read Full Case Study ➤

"The NICE cloud solution reduced our technology infrastructure investment and lifted the IT support burden."

—ANDRAS BACSA, GLOBAL IT DIRECTOR

Solutions
• Nexidia Analytics

Impact
• Improved quality and support of coaching initiatives

• Improved revenue

• Reduced AHT

• Improved compliance

• Reduced cost of technology infrastructure and support

Background

"Global customer experience specialist," providing business process outsourcing services of customer care, sales, and technical support.

• 50 contact centers

• Many work-at-home agents

• Delivers services in 33 languages

Highlights

ANALYTICS DEPLOYED IN CLOSE COLLABORATION WITH NICE

• Defined the most valuable data to be collected, collated and analyzed

• Created a robust process for extracting data from the various interactions

• Ensured transfer of both audio and metadata into the NICE Nexidia cloud

ENABLED SOLUTION ADOPTION WITH DELIBERATE ROLLOUT

• Business Improvement team was fully trained before deployment

• Deployed to Team Managers first, ensured they were fully briefed

• Immediately briefed senior stakeholders with key insights from deployment

CENTRALIZED AND SPECIALIZED PERFORMANCE ANALYTICS

• Obtained detailed, consistent data from all agents in-house and work-at-home

• Implemented omnichannel capabilities for comprehensive sentiment intelligence

• Specifically monitored AHT and revenue from specific client's business

FINANCIAL
TECHNOLOGY

STONE

stone

Read Full Case Study >

Background

Provider of financial technology solutions, specializing in payment processing and services.

- Contact center in Rio de Janeiro
- 400 agents
- 24/7 service
- 360,000 clients

Highlights

IMPLEMENTED COMPREHENSIVE ANALYTICS

- Began capturing and analyzing significant volumes of agent interactions
- Generated accurate metrics, identified trends, and tracked results for individuals and teams
- Freed time for QA teams and supervisors to devote to targeted coaching

OBTAINED CLEAR RESULTS WITHIN 3 MONTHS

- Improved contact center agents' performance
- Improved customer satisfaction and experience, reflected in higher NPS scores
- Reduced errors with greater automation, which cut down on troubleshooting contacts

IMPLEMENTED QUALITY CENTRAL AND NEXIDIA ANALYTICS AS AN INTEGRATED SOLUTION

- Provided a single, holistic view of quality management
- Linked interactions and transactions with performance metrics that reflect strategic business objectives
- Worked closely with NICE's local partner, A5 Solutions, on planning, training and education activities during implementation

Solutions

- Nexidia Analytics
- Quality Central

Impact

- Reduced contacts by eliminating customer onboarding errors
- Reduced average handle time
- Reduced non-talk time
- Improved customer experience

ADMINISTRATIVE
SERVICES

TASC

TASC

Read Full Case Study ⊙

"NICE Quality Central has positioned us for success."

—MATT WILBER, SUPERVISOR OF QUALITY ASSURANCE

Solutions
- Nexidia Analytics
- Quality Central

Impact
- **80%** increase in agent engagement
- **45%** increase in QA evaluations each month
- **40%** of QA analysts could be reassigned
- **40%** reduction in support calls
- Improved customer experience

Background
Provides organizations with employee benefit accounts and charity administration services. TASC is the largest third-party employee healthcare card administrator in the United States.

- Contact centers in Madison, WI and in the Philippines
- Handles 1.3 million interactions related to healthcare and other employee benefits
- Additional 30,000 interactions related to charitable giving through the US government's Combined Federal Campaign

Highlights

IMPROVED QA EFFECTIVENESS

- Created new QA workflows with automated selection of calls to score
- Launched new forms and updated scorecards very quickly
- Customized robust reporting with data effectively and elegantly displayed
- Saved contact center a lot of time and money

LEVERAGED DATA FOR IMPROVING PRODUCTS AND SERVICES

- Reengineered quality model and scoring
- Accurately and comprehensively measured customer feedback
- Analyzed support and troubleshooting calls to improve upgrade transition processes and to identify best practices

TRACKED AND MEASURED SATISFACTION

- Developed a comprehensive satisfaction metric for upgrades to new services
- Introduced proactive outbound calls to clients with upgrade issues
- Increased satisfaction among both clients and employees

44

TASC

TASC

Read Full Case Study ➤

"We were sold on the ability to get the right information, without delay, identifying the drivers behind customer calls."

—GARY HARTUNG, MANAGER OF OPERATIONS SUPPORT TECHNOLOGY

Solutions
- Nexidia Analytics
- Quality Central
- Workforce Management
- Value Realization Services

Impact
- **$100K** savings in retention efforts
- **10%** expected reduction in AHT
- Reduced customer attrition
- Eliminated human error and saved time with automation

Background

Provides organizations with employee benefit accounts and charity administration services. TASC is the largest third-party employee healthcare card administrator in the United States.

- Contact centers in Madison, WI and in the Philippines
- Handles 1.3 million interactions related to healthcare and other employee benefits
- Additional 30,000 interactions related to charitable giving through the US government's Combined Federal Campaign

Highlights

INCREASED PRODUCTIVITY
- Reduced average handle times among contact center agents
- Eliminated frontline agents' manual after-call wrap-up tasks
- Determined the volume of each call type
- Deployed in the cloud for increased time- and cost-efficiency of data security and technical support

IMPROVED THE CUSTOMER EXPERIENCE
- Developed new and refined analytics queries to identify call drivers
- Established a call driver baseline and follow-up analytics
- Conducted comparative analysis of CSAT score metadata and sentiment across counties
- Determined what data is needed by frontline agents for each customer

REDUCED CHURN
- Focused analysis to calculate the likelihood of attrition among specific clients
- Allocated resources to retention efforts more precisely and effectively
- Reduced IT and third-party expenses to extract churn data from interactions
- Increased customer retention

TASC

TASC

Read Full Case Study ➤

"NICE WFM and Quality Central gave our reps quicker, easier access to complete tasks, while providing better visibility into their performance."

—GARY HARTUNG, MANAGER OF OPERATIONS SUPPORT TECHNOLOGY

Solutions
- Nexidia Analytics
- Quality Central
- Workforce Management
- Value Realization Services

Impact
- **45%** increase in QA productivity
- **40%** of its QA analysts repurposed to other roles while still increasing evaluations
- Focused performance assessments
- Implemented auto scoring calls for caller authentication and closing segments

Background

Provides organizations with employee benefit accounts and charity administration services. TASC is the largest third-party employee healthcare card administrator in the United States.

- Contact centers in Madison, WI and in the Philippines
- Handles 1.3 million interactions related to healthcare and other employee benefits
- Additional 30,000 interactions related to charitable giving through the US government's Combined Federal Campaign

Highlights

OPTIMIZED QUALITY ASSURANCE (QA) PROCESSES

- Reengineered quality model and scoring, because of a cleaner line of sight into agent performance, novel reporting and form design options, and a comprehensive portal
- Streamlined quality assurance processes
- Improved evaluation timeliness and scoring, benefiting agents, managers, and customers

INCREASED EMPLOYEE ENGAGEMENT

- Provided agents easy access to call recordings, evaluations, reporting, and a QA appeals process

GENERATED SAVINGS IN TIME AND RESOURCES

- Increased the number of quality evaluations completed each month

CUSTOMER EXPERIENCE
TECHNOLOGY

TTEC

ttec™

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"With NICE, we were able to quickly and efficiently understand VoC and VoA to make data-driven decisions that impact business performance in a positive way – and accurately measure the results."

—BARBARA WINGLE, VP INSIGHTS AND ANALYTICS

Background

Global customer experience technology and services provider focused on the design, implementation and delivery of transformative solutions.

- Employs 49,700 people on six continents
- Over 40,000 agents located around the world

Highlights

INNOVATED OUT-OF-THE-BOX APPLICATIONS OF SPEECH ANALYTICS FOR SALES PERFORMANCE

- Identified correlations between speech analytics markers, including behavioral and sales pitch patterns, and agent revenue and sales goal KPIs
- Created a training process to promote successful call flows, scripting and verbiage, as well as an easy-to-use coaching tool for agents and supervisors
- Applied lessons learned in the agent onboarding, training and nesting

IMPROVED CUSTOMER SERVICE AND IN-HOUSE EFFICIENCY

- Customized real-time reporting for clients

Solutions

- Nexidia Analytics
- Engage
- Desktop Analytics
- Desktop Automation

Impact

- **159%** increase in average agent revenue
- **360%** increase in sales production during agent nesting
- **833%** increase in average first-week sales production
- **84%** reduction in after-call work