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# Worldwide Fashion and Wearables Company Utilizes 17 Contact Centers on CXone



Trusted partner for your Digital Journey

**Atos**

## Solution

### CXone Solutions:

- CXone Omnichannel Routing
- CXone Workforce Management Enterprise
- CXone Quality Management Enterprise
- CXone Reporting

## The results

### Results Achieved:

- Unified 17 global contact centers and three third-party call centers on CXone
- Increased customer satisfaction
- Improved contact center forecast accuracy



## The Challenge

This global company specializing in watches, accessories and other wearables used a variety of different software solutions, which made it challenging to understand exactly how the company was performing as a whole. They utilized one vendor for their contact center system, a second vendor for reporting and third for workforce management. Reporting was a huge challenge because the multiple systems didn't talk to each other. They had to manually piece together data from our North American, European and Asian contact center systems, making it difficult and time-consuming to understand our overall performance.

Limitations in each system also negatively impacted productivity and the customer experience. With the previous systems, they couldn't skill agents appropriately. If agents were bilingual, they couldn't set up the system for them to take calls in both English and Spanish.

One of the biggest pain points for companies with multiple centers is the ability to create forecasts and work schedules. Many companies generate them manually using Excel and base these on "best guess of call volume patterns", which means there is no way to verify if forecasts and schedules are correct.

## The Solution

The customer decided it was time to bring together all its global locations on a unified contact center solution. So it chose CXone to support its organization worldwide. They can finally view all of their performance data on one unified platform, which not only saves time but also helps them understand if they're delivering a great customer experience across the globe. CXone has positively impacted training, coaching, forecasting, customer satisfaction, agent engagement and so much more.

Agent Engagement Increases with CXone Workforce Management Enterprise and CXone Workforce Management Enterprise has been a game-changer for the customer's agents and supervisors. Automated forecasting and scheduling using Workforce Management Enterprise saves them about 20 hours per week! CXone Workforce Management Enterprise has also had a positive impact on creating automated

forecasts. One of their biggest wins is that they now have accurate forecasts based on historical call volumes. The customer also uses the accurate forecasts to schedule its third-party call centers- they know when they'll need third-party call centers to help out, such as when agents are off the phones for corporate events, training and more.

CXone has also increased agent engagement because they're now empowered to take a more active role in scheduling. Agents enjoy CXone Workforce Management Enterprise more than the previous system because they have far greater control over their schedules. With CXone, they can bid on the shifts they want, which helps them feel empowered. They can request time off through CXone Workforce Management Enterprise, and management can easily approve it. They can also view their schedules online, so it's much easier for them to check when they work next.



## Boosting Customer Satisfaction with Agent Skilling and Call-Back Functionality

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By skilling its vast team of agents appropriately, the group has increased customer satisfaction. With previous systems, they couldn't skill agents to take calls based on multiple language proficiencies. For instance, bilingual agents

couldn't be skilled to take calls in both English and Spanish. With CXone, they've skilled their agents based on the languages they speak, which helps improve customer experience. During the busy holiday season, they take advantage of CXone capabilities to reduce

hold times and boost customer service. They implemented the call-back feature in CXone, so customers

Who are waiting on hold can choose for to be called back while maintaining their spot in the queue.

## Global Reporting Across 17 Worldwide Locations

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Considering that poor reporting and lack of visibility were major pain points with the previous systems, the customer has reaped many benefits with CXone Reporting. For instance, if abandonment rates are high, they can analyze abandonment by skills and even drill down into an individual agent's performance to understand the root of the issue. They can then use that analysis to set particular

queues at a higher priority to shorten hold times. Easily generating performance reports for the group's global customer service organization has been a game changer. They can now see all their performance numbers on one platform rather than manually combining data from 17 contact centers. That saves enormous amounts of time, and they understand exactly where they stand in

terms of customer service across the globe.

CXone helps customers realize their goal of unifying customer service organizations worldwide to work together as one team. What can CXone do for you?



# About Atos

Atos is a global leader in digital transformation with over 110,000 employees in 73 countries and annual revenue of over € 11 billion.

European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information technology space. Its expertise and services support the development of knowledge, education as well as multicultural and pluralistic approaches to research that contribute to scientific and technological excellence. Across the world, the group enables its customers, employees and collaborators, and members of societies at large to live, work and develop sustainably and confidently in the information technology space.

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Let's start a discussion together



# About NICE inContact

NICE inContact makes it easy and affordable for organizations around the globe to create stand-out customer experiences while meeting key business metrics. NICE inContact provides the world's #1 cloud customer experience platform, NICE inContact CXone™, built on an open cloud foundation that is flexible, scalable and reliable for enterprise, small business, government and business process outsourcers. NICE inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.