
CXone Inspires Customer Facing Agents to Deliver Outstanding Performance



Trusted partner for your Digital Journey

Atos

Solution

- CXone Omnichannel Routing
- inView™ Performance Management for CXone

The results

- 50+ percent reduction in after-call work time
- 15+ percent reduction in average handle time
- Improved agents' knowledge
- Increased customer satisfaction



Every day nearly 150,000 people travel on one of this rail company's 1,200 departures from several hundred stations. The company primarily operates long-distance routes, including high-speed and night-train services, as well as regional rail, between major cities in Sweden and capitals.

Contact center operations are split between two locations, and more than two hundred advisors handle nearly one million interactions annually via phone / email / SMS and social media.

Customers reach out for various issues - looking for information on delayed trains, queries about booking numbers, disturbances and other reasons. Naturally, interaction volumes escalate up during poor weather and during holidays due to an increased number of passengers traveling.

The Challenge

The customer's two service locations were each using different contact center platforms, which made it difficult to clearly understand how operations were performing as a whole. One of the locations had been successfully using CXone for four years, but the other an older product with reliability issues, poor reporting and no real-time monitoring. The older platform also limited them to just two channels - phone and email. They needed better reliability, consistency across the locations and broader functionality.

The Solution

The customer entrusted a global leader in business process outsourcing to setup CXone at its first contact center so it was a natural choice to engage them again to implement CXone at the second contact center location. They also wanted a solution that would help develop their employees based on CXone's real-time performance data for deeper visibility.



Custom Dashboards Offer Real-Time Visibility into KPIs

To give the customer real-time visibility into critical metrics, custom dashboards were created using inView Performance Management for CXone, which can pull data from multiple data sources. In fact, the customer created identical key performance indicators (KPIs) for both contact center locations to facilitate uniform reporting. By standardizing on the same set of metrics, they could easily replicate this setup for the entire company going forward.

With the dashboards, advisors are now empowered to monitor their own performance and hit goals set by the rail company that will lead to better customer service. The advisors have continuous visibility into their performance, and they know exactly how close they are to satisfying their monthly goals. The dashboards track a variety of metrics, including average handle time, talk time and more.

The advisors are rewarded when they reach

their targets—it's a very effective system for encouraging outstanding performance. In fact, after-call work fell 52 percent, and average handle time was reduced by 17 percent—all due to advisors having real-time performance visibility.

Gamification Challenges Drive Higher Performance

Using inView, the rail company also created gamification challenges that incentivize and reward employees. The advisors can earn up to 15 coins each day for achieving their individual goals, and the coins can be redeemed to buy prizes such as train tickets. They also run team-based gamification challenges to incentivize high performance. One of the most positive outcomes from the gamification challenges is that advisors

are motivated to offer suggestions for improvement. Their ultimate goal is to create self-governing teams. The advisors see opportunities where existing processes can be improved and they let management know. For instance: Advisors wanted to reduce their after-call work metrics. So they suggested modifying the call logging process. That change resulted in saving five to 10 seconds on every call. They also have

some great advisors who want to be coaches because they enjoy helping their peers improve.

CXone helps customers globally realize many positive business outcomes, including real-time visibility into performance, standardization of metrics across locations and increased employee engagement.

What can CXone do for you?



About Atos

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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.