

CASE STUDY | CUSTOMER EXPERIENCE

Cloud-based payroll provider improves call handling with NICE CXone

Improved first call resolution and enhanced customer experience



About the client

The client is a cloud-based payroll provider that serves more than 200,000 businesses nationwide. Its online people platform helps companies automate and simplify payroll, benefits, and team management. It processes billions of dollars of payroll each year and provides employee benefits like health insurance and 401(k) accounts. It has offices in Denver, San Francisco, and New York.

Requirements

The client had challenges with their existing contact center solution, specifically with voice quality, frequent multi-hour outages, poor connectivity, and support challenges. To improve call handling and ensure a best-

in-class customer experience, the client required a CCaaS platform with contact flow scripting capabilities to route contacts to the designated individuals correctly.

Solutions

Servion's contact center migration solution included:

- Migrated the existing contact center to NICE CXone to support 1,750+ agents in the United States and the Philippines
- Self-service IVR integration with Salesforce and equipped with out-of-the-box reports and dashboards for in-depth customer journey analysis
- A CTI screen pop (using the CXone Agent for Salesforce) that provided customer information,

interaction history, wrap up, and other useful information that provided a 360° view of the customers

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- Softphone (WebRTC) integration that enabled agents to attend incoming and outgoing calls using a browser on their laptops/desktops

Benefits

Besides better agent productivity and call handling,

the cloud migration brought about several tangible benefits for the client, including:

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- Consolidated all contact center applications under one roof (NICE CXone), with the potential to add solutions in the future
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- Migrated 1750+ agents to work from home on the new platform without compromising on customer experience
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- Improved first call resolution by empowering agents with screen pop that provided 360° view of the customers

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