

Customer Profile

OneSource Virtual offers deployment, consulting, in-application payroll, benefits and application management services for customers using Workday ERP.

Website

<https://www.onesourcevirtual.com>

NICE inContact Solutions

- CXone Omnichannel Routing
- CXone Workforce Management
- CXone Quality Management
- CXone Feedback Management
- CXone Screen Recording
- CXone Reporting

Results Achieved

- SLA penalty reduction
- Reduced average speed of answer by 27%
- Decreased handle time by 15%
- Reduced time to create monthly forecasts by 94%
- Increased perfect scores on post-call surveys by 500%
- Improved quality scores by 25%
- Reduced abandonment by 9%
- Optimized seasonal head count

On NICE inContact

"We've definitely seen a positive financial return on CXone. We're using fewer staff while achieving better ASAs, and we've eliminated costly SLA penalties!"

Myra Nunez
Director of Employee Services
OneSource Virtual

OneSource Virtual boosts performance, realizes savings with CXone

About OneSource Virtual

Founded in 2008, OneSource Virtual is a pioneer in Business Process as a Service (PBaaS). The company operates exclusively within the Workday ERP system to help customers meet their HR and finance needs through application, financial, human capital and professional services management.

The company operates contact centers located in Texas, Arizona and Ireland. Its 100 agents handle 400,000 interactions annually, with volumes split between Dallas and Mesa for redundancy. The Ireland call center primarily handles interactions from European customers.

The agents answer questions, including payroll, employee benefits and human resources-type queries, from employees of OneSource Virtual's customers. Call volumes increase significantly during health insurance open enrollment periods.

The Challenge

OneSource Virtual was using an on-premises system that negatively impacted customer service. The system frequently dropped calls, and the company received many customer complaints about long hold times, call hang-ups and poor quality. The team was busy responding to negative surveys daily.

"During open enrollments, when we could take up to 30,000 calls, our system couldn't handle the increased volume," says Myra Nunez, Director of Employee Services. "It also had a terrible callback system. One hundred calls could be holding, and they'd never get called back. We received complaints constantly."

The system also had limited reporting. "The reporting was horrendous. We couldn't accurately report on call intake, call volumes, resolution time or SLAs. We also couldn't monitor call loads in real time," says Myra.

In addition, there was no skills-based routing to prioritize different types of calls. "We couldn't route Spanish language calls to Spanish speaking agents," says Myra. "Instead, those callers could sit on hold for two hours, because our Spanish speaking agent was only routed English language calls."

Even more important was the lack of callback functionality, which made it difficult to meet customers' service level agreements (SLAs). In fact, OneSource Virtual could be fined when SLA metrics were not met.

Part of the problem was not having workforce management capabilities, which forced Myra's team to manually create forecasts and schedules. It took the team's scheduling specialist several hours each month to do it, and Myra still didn't have confidence in the results.

The lack of flexibility and scalability also made Myra nervous. With an on-premises solution, if a disaster occurred, it was a complex and lengthy process to move agents to an alternate location to continue answering calls.

"We had a bad storm last winter and lost electricity for 14 hours," Myra explains. "Everyone else at our company worked from home, but our team had to come in because our system didn't have the flexibility to support the agents working from a different location."

The Solution

Given these challenges, Myra met with her executive team and pitched the benefits of moving to a cloud solution, which included the potential savings of avoiding penalties.

Myra gravitated to NICE inContact CXone because of its ease and simplicity. She also liked CXone's callback and quality assurance features. "I was completely sold on the callback system and post-call surveys," says Myra. "These were items we really needed and didn't have."

Opportunities Identified

Meeting SLAs is Now Effortless

With CXone, OneSource Virtual easily meets SLAs, thanks to a 27% reduction in average speed of answer. "We promised the executive team that we could reduce our ASA within four months," says Myra. "CXone enabled us to achieve that goal in the first month!"

OneSource Virtual met this objective, due largely to CXone's callback functionality. Handle time also fell 15%, and abandonment decreased 9%. "Callback generated a very positive customer response," says Myra. "I love everything about CXone callback."

Optimized Headcount and Improved Customer Experience

OneSource Virtual also improved the customer experience by using CXone Feedback Management for post-call surveys. The company received 1,100 perfect scores in March and 1,600 in April. The volume of returned surveys also increased. "Before CXone Feedback Management, we would get 100 surveys back each month. Last month, we got 2,700, and 62% of them received perfect scores" says Myra.

At the same time, OneSource Virtual optimized its head count using CXone Workforce Management for forecasting and scheduling. "We can create our monthly forecast in 10 minutes with

CXone. It used to take three hours, which is a 94% reduction," says Myra.

CXone Workforce Management's accurate forecasts also help optimize the number of seasonal workers Myra needs to hire. "I used to bring on 25 contractors during open enrollment periods to help with heavier call volumes," says Myra. "This year, with CXone we probably could have gone with 10 new contractors—a 60% reduction that's positively impacted our payroll."

With the powerful combination of CXone Quality Management and CXone Screen Recording, Myra's previous manual QA process vastly improved. "Our managers can see what agents are doing and provide really effective feedback and coaching, which increased our quality scores 25%," says Myra. "Both our managers and the agents love it."

CXone Reporting also revolutionized OneSource Virtual's reporting. "We couldn't trust the numbers we were getting before, and we'd have to wait 24 hours to see how we performed," says Myra. "With CXone Reporting, we get real-time reporting that helps us make better business decisions, and we can share those reports with our executive team and customers."

Transitioned Agents to Working from Home in Two Days During COVID-19

Myra's concerns about disaster recovery proved well founded when COVID-19 hit. "We had two days to get everyone out of the office," says Myra. "Since CXone is a cloud platform, transitioning the agents to working from home was very smooth and never interrupted our customer service."

Initially, Myra worried about agents' productivity. But with CXone Workforce Management, managers can monitor agents as if they are still at the office. In fact, with CXone's reports, Myra found that adherence has increased 29% with working from home.

Today, OneSource Virtual is ready for whatever the future brings. "Now we know that we can easily work remotely if needed," says Myra. "CXone is a built-in continuity plan if another disaster happens."

With CXone, OneSource Virtual has a reliable cloud platform that's resulted in customer compliments rather than complaints. The company also achieved a positive financial return by optimizing staffing and improving key metrics like average speed to answer to avoid penalties.

"Everything was very positive when we implemented CXone, and a year later we're still going strong," says Myra. "We're really, really happy we decided on CXone. I highly recommend it."

About NICE inContact

NICE inContact works with organizations of all sizes to create extraordinary and trustworthy customer experiences that build deeper brand loyalty and relationships that last. With NICE inContact CXone™, the industry's most complete cloud customer experience platform, we enable an exceptional agent and customer experience—every time and on every channel.

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