

Case Study

Appriss

CUSTOMER PROFILE

Appriss is a data analytics company that uses its unique data platform to solve complex business and societal issues.

WEBSITE

www.appriss.com

NICE CXONE SOLUTIONS

- CXone Omnichannel Routing
- CXone Workforce Management
- inView™ Performance Management for CXone

RESULTS ACHIEVED

- Achieved higher service levels with fewer agents
- Increased operational efficiency
- Boosted agent engagement and performance
- Increased schedule adherence

ON THE NICE SOLUTION

“With CXone Workforce Management, service levels have increased, our agents are more engaged and we’re resolving a higher volume of calls.”

Luke Wilson
Workforce Manager
Appriss



Appriss Delivers on its Mission to ‘Do a Lot of Good’ with NICE CXone

ABOUT APPRISS

Appriss was founded in 1994 with a very simple belief: Technology can do a lot of good in society. Appriss developed VINE (Victim Information Notification Everyday), a system used in all 50 states that allows victims to anonymously check an offender’s custody status. The solution is the nation’s most comprehensive source of incarceration, justice and risk intelligence data.

Appriss also solves complex problems for the healthcare industry, such as tracking purchases of highly-abused drugs like pseudoephedrine, and for the retail industry by preventing theft loss and improving profits.

Approximately 55 Appriss agents handle around 33,000 calls monthly, 24x7x365. They assist callers with a wide variety of requests that include registering victims so they can receive status updates for an offender, providing doctors updates on a patient’s status before they write a prescription and more.

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THE CHALLENGE

Prior to implementing NICE CXone, Appriss used an internally developed solution to manage its call center. However, it didn't provide visibility into fluctuating call volumes so the contact center could staff accurately and deliver high service levels.

Additionally, the vast majority of Appriss agents work from home, so it's important that the system update all agents on schedule changes while encouraging engagement and high performance.

"I love inView Performance Management for CXone, because it gives us an almost real-time view of how we're performing. It's been immensely beneficial since we rolled it out."

Luke Wilson, Workforce Manager, Appriss

THE SOLUTION

Achieving high service levels with automated scheduling and forecasting

Appriss now uses CXone Workforce Management to create accurate schedules and forecasts, and the resulting business outcomes have been tremendous.

"Our service levels have always been high," explains Luke. "But they've increased even more with CXone Workforce Management, because our agents now have the information they need to adhere to the schedule. Before CXone, I was using Excel to create schedules. It was very challenging to manage day-to-day updates, because I had to notify each agent every time there was a change. Now our agents know when to go on break or take lunch, and they have an easy way to track their adherence."

"We've also been taking more calls without increasing staffing. In October, for instance, we had a higher call volume and our service levels remained at 98%—even with two fewer agents than the previous year. I believe that's a true by-product of accurate forecasting and schedule adherence."

OPPORTUNITIES IDENTIFIED

Ensuring schedule adherence even when agents work from home

Since most of the Appriss staff work from home, the ability to monitor adherence to the schedule, even when they're not in the office, is extremely important.

"Our team is usually in the office one day per week," says Luke. "Being able to easily track schedule adherence, even if they're working from home, serves as a pulse check on whether they're adhering at home as well as they do when they're in the office. That's something we couldn't do until we rolled out CXone Workforce Management."

Boosting agent engagement and operational efficiency

Before implementing CXone, Appriss used Excel to manually update scorecards for all 55 agents. "It was a monumental task," says Luke. "I could only manage to update the scorecards on Mondays, but that meant our agents were limited to knowing how they were doing on a weekly basis."

Now inView Performance Management for CXone gives agents near real-time feedback on their performance metrics and is used to run motivational gamification challenges. "inView Performance Management for CXone gives us almost immediate performance feedback. It's a top-notch, very flexible tool," says Luke.

"CXone's gamification is amazing; we use the challenges to engage our agents. For instance, agents get virtual coins whenever they earn a solid 100 on a quality score. We have large monitors stationed throughout the contact center so everyone can see the winners' names and their avatars. The agents love it."

"inView Performance Management for CXone has not only boosted agent engagement, but it's also increased operational efficiency," Luke continues. "It frees me up, because I'm no longer manually updating scorecards. It also showcases our

contact center's performance to our executives. It gives them a dollars-and-cents view of the business so they can see that CXone has great value for us."

CXone helps drive positive culture

Luke enthusiastically recommends CXone to other contact centers, because Appriss has realized so many positive business outcomes from it.

"CXone keeps our agents engaged and informed," he says. "They're also motivated and care about our mission. inView Performance Management for CXone and CXone Workforce Management have really helped drive our business toward the positive momentum we want."

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.

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