



Customer Profile:

Services Provider

Website:

www.wm.com

Location:

Waste Management has 12 Customer Experience Contact Center sites throughout the United States and Canada. The primary site is located in Phoenix, AZ.

Business Need:

- Improve customer experience
- Streamline and standardize agent coaching
- Adopt best practices to support DRIVE (Deliver Results, Increase Value and Engagement initiative

NICE Solutions:

- NICE Performance Management
- NICE Interaction Analytics
- NICE Interaction Management
- NICE Quality Management
- NICE Workforce Management
- NICE Real-Time Process Optimization

The Impact:

- Agent adherence surged from 87% to 92%
- 5 percentage point improvement in agent adherence
- Quality scores increased from 74.5% to 79.3%
- Coaching compliance improved from 25% to 79%
- Targeted coaching through comprehensive agent performance reporting

About Waste Management

Waste Management, based in Houston, Texas, is the leading provider of comprehensive waste management services in North America. Through its subsidiaries, the company provides collection, transfer, recycling and resource recovery, and disposal services. It is also a leading developer, operator and owner of landfill gas-to-energy facilities in the United States. The company's customers include residential, commercial, industrial, and municipal customers throughout North America. To learn more information about Waste Management visit www.wm.com or www.thinkgreen.com.

Waste Management creates enough energy to power more than 500,000 homes each year. The company manages over 15 million tons of recyclable commodities. Waste Management dedicates 27,000 protected acres to wildlife habitat.

The Challenge

Waste Management provides disposal, recycling, and power solutions to countless residential users and more than 20 percent of the Fortune 500. With over 15 million live customer contacts per year and another 2 million emails handled, Waste Management wanted to find ways to improve agent performance and hold the line on operational costs. As North America's environmental solutions leader, the company also had a vested interest in protecting and enhancing customer experience.

The company wanted to put agents at the center of this effort, and find new ways to coach and support them in their development. Waste Management lacked a consistent approach to coaching and evaluation across its 12 call center sites because there was no central repository of agent performance data.



The Solution

Waste Management knew that without a standardized coaching program it would be extremely difficult to make meaningful improvements in customer experience. So the company embraced a culture of coaching with specific coaching methodology and requirements. Waste Management turned to NICE for help identifying a solution that could support this culture through agent performance measurement and reporting.

In November 2014, Waste Management added NICE Performance Management to its Genesys-powered contact center operations. Internally, the solution is known as DRIVE, for Deliver Results, Increase Value and Engagement. DRIVE gives coaches and supervisors across the organization a consistent understanding of agent performance, as well as a proven set of tools and insights to guide agent improvements. Agents can also now monitor their own performance and progress and take ownership.

In the first four months of NICE Performance Management and the DRIVE initiative, agent adherence surged from 87% to 92%. Other KPIs targeted for improvement, such as average handle time and customer satisfaction scores, are still being studied.

About NICE

NICE (Nasdaq: NICE) is the worldwide leading provider of both cloud and on-premise enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 22,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions. www.nice.com