



CUSTOMER PROFILE:

Outsourcing

WEBSITE:

www.rdioutsourcing.com

LOCATION:

Blue Ash, Milford and Oxford, OH,
Henderson, VT

BUSINESS NEED:

- WFM solution to improve forecasting and staffing
- Increased agent productivity and service level goals
- Cost-effective solution to improve revenue per hour

NICE SOLUTIONS:

NICE IEX Workforce Management

THE IMPACT:

- Better forecast call volume
- Proper staffing
- Improved client service
- Increased agent productivity



IMPROVING FORECASTING AND AGENT PRODUCTIVITY

ABOUT RDI®

RDI is a mid-size company with 1,600 employees—including at-home agents—and 40 million contacts per year. The majority of callers are consumers.

THE CHALLENGE

A top priority for RDI was finding and selecting technology that could be nimble/flexible and change with the company's business needs and growth. Second, it demanded a solution that had a reputation for excellence, and third, the solution had to be cost-effective.

RDI did not use Workforce Management prior to implementation of NICE IEX Workforce Management. Forecasts, schedules and staffing requirements were determined using a number of various home-grown methods.

RDI went through an RFP process to narrow the list of vendors down to four. The four vendors were brought in to meet with executives. The value of each solution was demonstrated through viewing demos of the solution and seeing the impact implementing the solution would have on gaining efficiencies within the call center, as well as increasing associate satisfaction with better scheduling. Pros and cons of each of the four vendors were then discussed to determine the best fit for the company.



THE SOLUTION

The goal to implement NICE IEX Workforce Management in all four sites was set as the end of 2013, representing a five-month period between installation and full implementation. The four sites were implemented in a phased approach.

The initial stages of the implementation went very smoothly. The project manager provided all goals and timelines to RDI and ensured that the implementation stayed on track to keep all scheduled training dates. When they ran into an IT/sync issue between their ACD and NICE IEX Workforce Management, NICE stayed in communication with RDI to ensure the issue was resolved as quickly as possible.

The training team members did “a magnificent job.” RDI found them to be very hands on, and provided great details and examples to ensure that the RDI Workforce Management team fully understood all the steps and processes that were needed to occur in the set-up and administration of NICE IEX Workforce Management.

RDI Workforce Management team members provided small group training to the supervisors during the first week of implementation in the site. This allowed supervisors to become familiar with the technology and to present questions. In addition, SOPs were developed and distributed to supervisors to reference as needed.

The RDI Workforce Management team created a fun, comical video to play for agents during the initial roll-out of the solution. The video gave agents a brief training on how to use the solution, and demonstrated the benefits to the associates.

As a result, the RDI team feels that the NICE tool allows them to better forecast call volume and to prepare in advance with proper staffing. As a result, it can better service its clients by meeting service level, ASA and abandon percent goals.

The intraday screens allow RDI to see over-staffing situations in advance and to react ahead of time by offering agent voluntary time off, additional vacation, coaching, training, etc. In addition, NICE IEX Workforce Management gives them the visibility into agent performance metrics that weren't previously measured, such as adherence and conformance. The availability of these metrics has increased agent productivity and in turn improved the company's revenue per hour.

Before the NICE solution, forecast accuracy wasn't measured; now it's measured at 88 percent. Revenue per hour, service level and average handle time have all made significant improvements.

ABOUT NICE SYSTEMS

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. www.nice.com