

# What is Real Time Service Optimization

## The Challenges

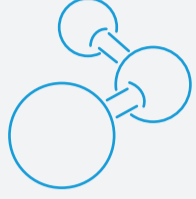
Customer service representatives (CSRs) in contact centers or back office environments, share some key challenges:



Entry Errors



Human Mistakes



Complex Processes



Memorize a Lot

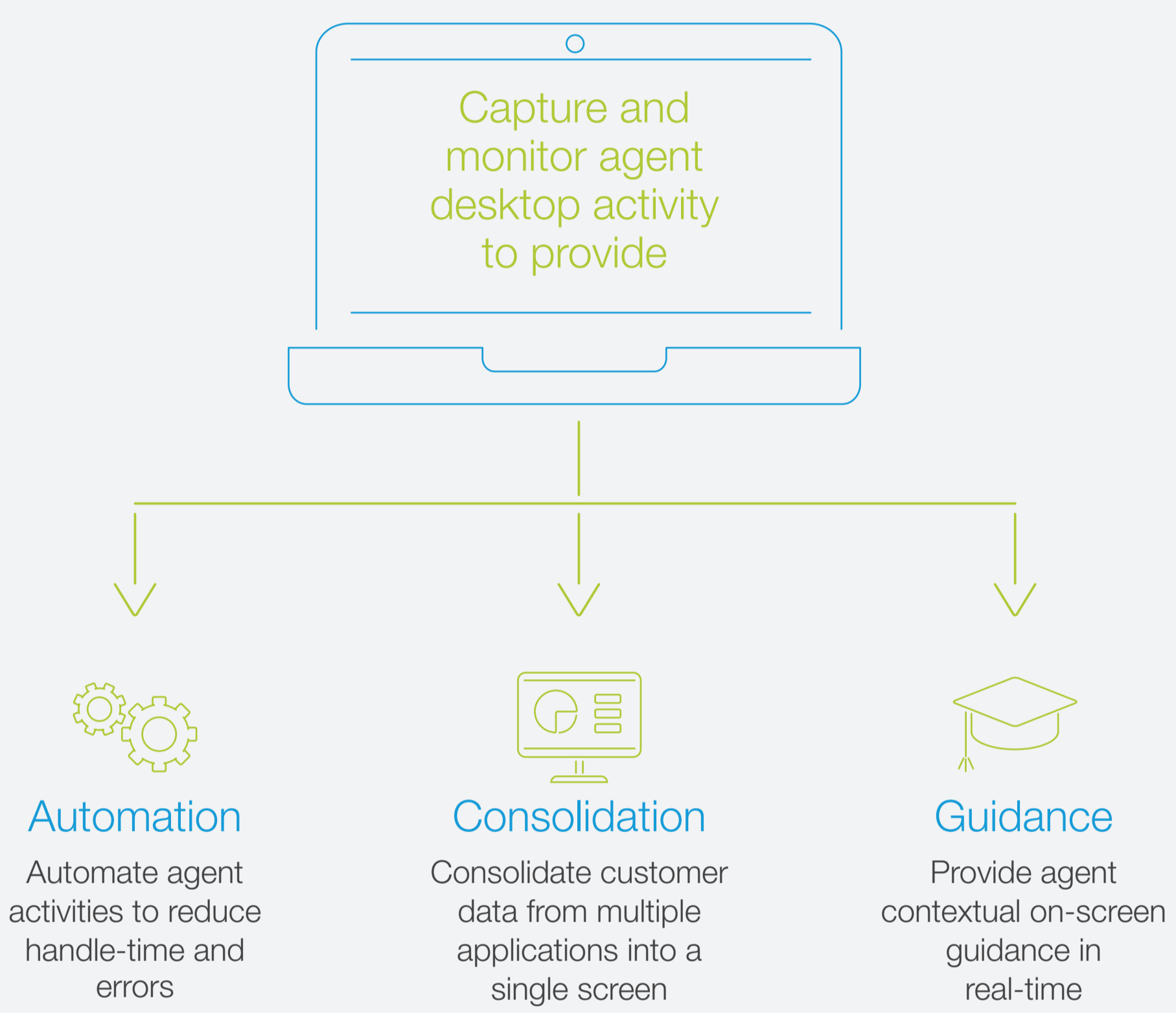


Complicated Service Issues



Keep Customers Happy

## How it works?



## Proven Results

**Who?** A large American healthcare insurance company

**What?** Automated their previously manual fax indexing process

**Results**

- 10% Efficiency Gains
- 28 sec Handle Time Reduction
- 15 min Saved Per Employee

**Who?** A leading tele-communication provider

**What?** Empowered its tier-1 agents with a step by step guidance to settle complex payment schemes

**Results**

- 27% Reduction of call transfers

**Who?** Leading company in the field of business process outsourcing

**What?** Automated the process of pulling customer past-usage data and calculating the next best offer

**Results**

- 50% Decrease in AHT
- 15% Increase in First Call Resolution
- 16% Increase in Calls Handled

**Who?** A major U.S. insurance carrier

**What?** Simplifying the cumbersome retention process by (1) presenting CSRs with relevant customer info and (2) automating the decisioning process of routing calls to retention specialists

**Results**

- Customer retention accuracy and overall process efficiency increased significantly

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