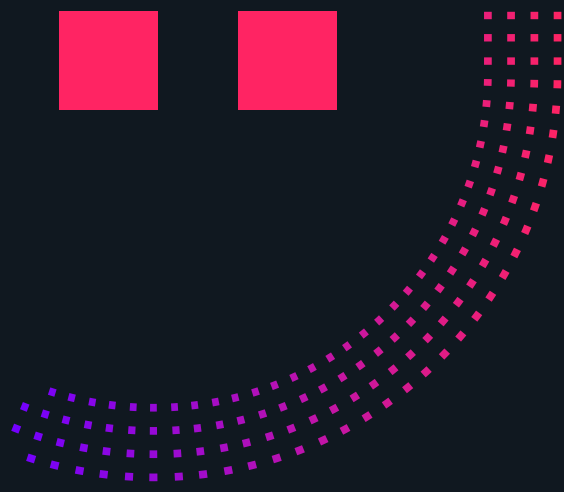


Case Study



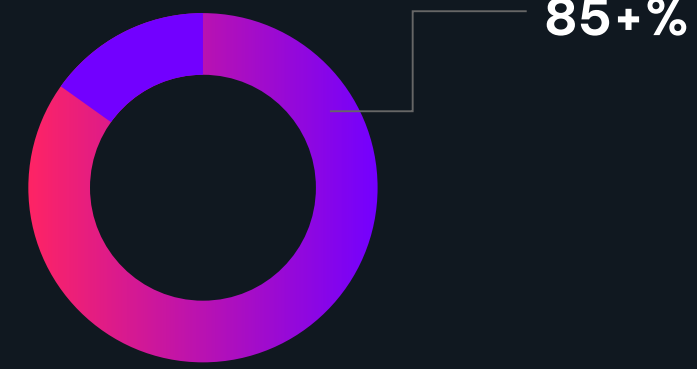
PSCU GAINS RAPID BUY-IN OF NICE EMPLOYEE ENGAGEMENT MANAGER

PSCU, a payment processing and transaction service provider to over 1,800 financial institutions, implemented NICE Employee Engagement Manager to add intraday schedule changes and a robust set of employee self-service options to the contact center.



85+%

Self-service schedule requests automatically approved by EEM rules engine



2700

Monthly self-service schedule requests processed by EEM



4.8X INCREASE ↑

In self-service hours per agent after switch to EEM



CUSTOMER PROFILE

ABOUT

Founded in 1977, PSCU provides financial services support to over 1,800 institutions in the United States. Services include payment processing, risk management, data and analytics, loyalty programs, digital banking, marketing, strategic consulting, and mobile platforms. PSCU is involved in over 6.9 billion annual transactions.

INDUSTRY

Financial services

WEBSITE

www.pscu.com

LOCATION

Headquartered in St. Petersburg, FL

AGENTS

600+

GOALS

- Expand access to self-service scheduling
- Increase adoption of overtime, VTO, trades, and other schedule opportunities
- Reduce manual burdens on WFM analysts
- Improve intraday schedule adjustment options to meet service levels

PRODUCTS

- [NICE Employee Engagement Manager](#)
- [NICE Workforce Management](#)
- [NICE Engage](#)
- [NICE Quality Management](#)

FEATURES

- Access to schedule self-service from any connected device, including mobile
- Rules-based automated approval of most schedule requests
- Intraday alerts and schedule adjustments

01 THE BEFORE

A lagging approach to agent self-service

For decades, PSCU offered agents very limited scheduling flexibility. Only in recent years did the organization add minor adjustments such as flexible break scheduling. PSCU also had no reliable mechanism to inform agents of new overtime opportunities, and very limited options to alter scheduling on an intraday basis.

02 DESIRE TO CHANGE

Aligning business objectives and employee engagement

PSCU reviewed situations when net staffing did not meet the demands of customer programs and concluded that greater employee engagement and scheduling flexibility could address the gaps and restore service levels. Agent surveys found that employees were also very interested in gaining more control over their schedules. PSCU concluded that a coordinated employee engagement effort could reduce attrition, reinforce client service delivery, and reduce manual burdens on real-time workforce coordinators.

The first wave of self-service options required agents to sign in from their workstation and typically required an analyst's approval. Overtime and voluntary time off (VTO) programs also required a great deal of manual communication and adjustment. "Manual schedule cleanup was one of the biggest jobs occupying my real-time team," said Brian Vogel, manager workforce, PSCU.

These early self-service efforts were made further complicated by a lack of intraday scheduling controls compounded by forecasting difficulty. PSCU serves a wide variety of institutions. Although some engagements have predictable call volumes at predetermined times, many clients use PSCU for overflow or disaster continuity and may elect to forward member services calls to PSCU at any time. "Volume is up in the air for the most part,



from a day-to-day perspective," Vogel said. "And so, we have to manage around that."

03 THE SOLUTION

A fresh start for powerful self-service

Having reached end-of-life on several stand-alone contact center solutions, PSCU decided to consolidate and upgrade operations on the NICE platform in March 2020. The introduction of NICE Employee Engagement Manager (EEM) made schedule self-service considerably more convenient. Instead of a system where agents could only request changes from their workstation and most types of changes needed supervisor approval, EEM has web and mobile access options available from any connected device. A wide variety of transactions can be automatically approved based on management rules. "Now, someone can be at a doctor appointment, call up their schedule, and make changes or swaps," Vogel said.

EEM also processes overtime, trades, VTO, schedule swaps, and absence requests, respecting the business distinctions of the 60+ skills represented in the PSCU contact center. Business rules are automatically applied to most requests without supervisor intervention.

As the pilot group gained experience with EEM, their enthusiasm for self-service options previously available

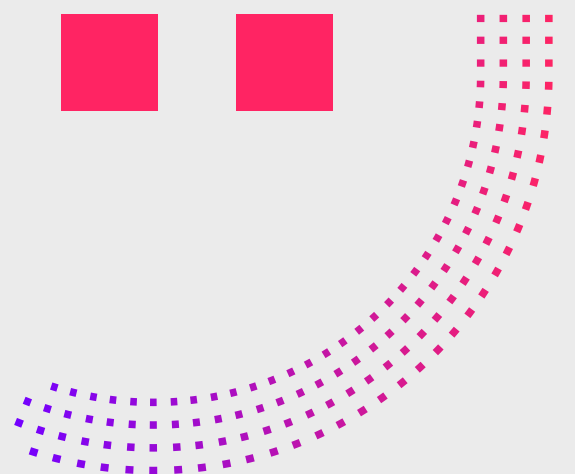
but difficult to access became clear. PSCU will be further encouraging adoption and engagement through automatic login to the agents' operational program vault, so opportunities are visible right away.

04 THE RESULTS

Strong and growing employee adoption

As new agent populations are added to EEM, each has responded positively, taking advantage of long-overlooked self-service options and increasing engagement over time. Mobile engagement continues to climb. Costs associated with workforce management and schedule self-service are also declining. EEM processes thousands of transactions per month, with seasoned EEM users engaging with nearly five times as many self-service hours than they did on the previous system. Trades in particular have grown in popularity, after being mostly overlooked in the former interface.

Upwards of 85% of all self-service schedule changes are automatically approved by EEM. That's thousands of transactions per month which don't require intervention from WFM specialists whose time is better spent on real-time optimizations. "That's been a huge time-saver for us. Our analysts only need to get involved for employees who have special schedules we can't build rules for," Vogel said.



05 THE FUTURE

More assistive tools, renewed focus on retention

With strong returns on the self-service scheduling tools already in play, PSCU plans to introduce more agent advisory notifications to assist with intraday planning, such as upcoming lunch and meeting alerts. The organization is also looking at potential efficiency gains from automatic intraday adjustment of breaks and lunches to better meet current queue demands. After a period of pandemic disruption to normal workforce rhythms, PSCU will also re-open analysis of how greater employee engagement can reduce attrition.

“NICE Employee Engagement Manager is delivering on our business goals to align staffing with the needs of our client programs and helping us get our real-time WFM analysts away from data entry so they can focus on more analytical work.”

BRIAN VOGEL
MANAGER WORKFORCE
PSCU

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.

www.nice.com

For the list of NICE trademarks,
visit <http://www.nice.com/nice-trademarks>