NICE · CXone

Case Study

City Furniture

CUSTOMER PROFILE

City Furniture is a Florida-based retailer that sells home furnishings, mattresses and home accents.

WEBSITE

www.cityfurniture.com

NICE CXone SOLUTIONS

- CXone Omnichannel Routing
- CXone Workforce Management
- CXone Quality Management
- CXone Performance Management

RESULTS ACHIEVED

- Increased number of calls per agent from 9 to 13 per hour
- Reduced hold times
- Boosted agent performance and engagement
- Improved overall call quality

ON THE NICE SOLUTION

"CXone Quality Management has made a big difference with our overall call quality—in fact, we're now far above our quality goal for the year and for next year, we'll need to raise it!"

Megan Davis
Contact Center Manager
City Furniture

CITY FURNITURE

City Furniture Gets Deep Visibility into Performance with NICE CXone

ABOUT CITY FURNITURE

City Furniture is one of the largest home furnishings and accents retailers in Florida, with 29 showrooms around the state. The company is expanding its presence, which has also resulted in rapid growth for its contact center. More than 120 agents handle a wide variety of interactions for both internal and external customers, including questions about furniture deliveries, warranty claims, e-commerce sales and more.

Case Study

THE CHALLENGE

Before NICE CXone, City Furniture used an on-premises Cisco system that consistently provided inaccurate information. "We had to pull manual reports ourselves and perform a lot of tedious workarounds to get the correct data to understand our agents' performance," recalls Megan Davis, Contact Center Manager. "Our old system couldn't support our business requirements, so we started looking for a different contact center solution."

"CXone has given us new visibility into how we're taking care of our customers, and we're now managing our contact center using real-time data that we trust."

Megan Davis, Contact Center Manager, City Furniture

THE SOLUTION

City Furniture wanted the best contact center solution on the market that could satisfy its requirements. "In just this past year, we increased our team by 40% to support the company's growth," explains Megan. "We needed a new contact center solution that would give us visibility into how we were servicing customers. It was critical that the new system have reliable, up-to-date data so we could feel confident using it to make business decisions."

City Furniture selected NICE CXone, which has had a major impact on the company's contact center. "With CXone, I now trust the data, and I understand exactly how we're performing. For instance, since we implemented CXone, we've gone from taking nine calls per hour per agent to 13," says Megan. "And we've been able to make some real progress in our hold time stats by encouraging practices that help get customers out of the queue and onto the call with the agent more quickly."

Driving high quality interactions with CXone quality management

Delivering an outstanding customer experience is important to City Furniture, so CXone Quality Management is used to improve call quality and performance metrics. "We're very focused on one-call resolution," explains Megan. "We want to know if the agents are courteous and professional and if they're following our script—there are a lot of criteria on which they're scored."

"With our old system, we could listen to calls but we couldn't store the data, so we had to save scores in Excel. It was a very tedious process for the quality team, and it was difficult for the agents to tie their scores back to particular calls."

"Using CXone Quality Management, our quality team can now easily score calls, and they send each agent a package which contains the audio and video of the scored call so they can also review it. The package also has comments from the quality team about how agents can improve or notes about what they did well," she explains.

"Giving the agents the ability to listen to their own calls has helped our quality scores, and they're getting deeper visibility into their performance. CXone Quality Management has made a big difference with our overall call quality. In fact, we're now far above our quality goal for the year and for next year, we'll need to raise it!"

Using omnichannel to give customers a choice of channels

City Furniture uses CXone Omnichannel Routing to offer multiple channels for its customers to choose from, including phone, email and chat. "We assign specific agents to specific channels, because it takes a certain skill set to do well in each channel," explains Megan. "For instance, we need someone who's good with grammar to answer chats. We use CXone Quality Management to quality check all chat and phone interactions to be sure the agents are performing up to our standards."

Real-time visibility into key performance metrics

By giving agents visibility into important metrics, City Furniture has noted increases in both performance and engagement. Using CXone Performance Management, agents can review their own dashboards, and it's much easier to quickly see how the entire team is performing at a glance.

"With our old system, agents couldn't pull their own reports—we would either need to verbally give them the information or write it down," says Megan. "Now with CXone Performance Management, we have large screens in our contact center that show, in real-time, both the team's overall performance and each agent's metrics. Our supervisors use the individual metrics to know immediately which agents need coaching."

"The agents also appreciate being able to find out how they're doing immediately rather than waiting until we can give them that information," says Megan.

Megan is enthusiastic about City Furniture's experience with NICE CXone. "CXone has given us new visibility into how we're taking care of our customers, and we're now managing our contact center using real-time data that we trust. Since CXone is a unified, integrated platform, we can also easily implement any of the other CXone solutions, like CXone Quality Management. That means we aren't stuck with disparate solutions that can't 'talk' to one another," she explains.

"I would definitely recommend NICE CXone to anyone," Megan continues. "We're not a huge company, but the NICE CXone team always treats us like we're one of their most important customers."

NICE

Make experiences flow