NICE · CXone

Case Study

NextGear Capital

CUSTOMER PROFILE

Provides lending products to car dealers to purchase new and used vehicle inventory in the U.S., Canada, UK, and Ireland.

WEBSITE

www.nextgearcapital.com

NICE CXONE SOLUTIONS

- CXone Omnichannel Routing
- CXone Feedback Management
- CXone Open Cloud Foundation
- CXone Workforce Management

RESULTS ACHIEVED

- Reduced average calls per client from 3.02 to 2.7 in one year
- Increased first call resolution from 74.4% to 80.83% in one year
- $.50 reduction in cost per call; $152,050 saved overall
- Increased scheduled adherence from 60% to 88%
- Eliminated need to hire additional 10 agents per year
- Increased customer satisfaction by 10%

ON THE NICE SOLUTION

"By using skills-based routing in CXone Interactive Voice Response, we've reduced the number of calls per client from 3.02 to 2.7 in just one year and saved $152,050."

Lauren Crooks
Supervisor, Client Experience
NextGear Capital

NEXTGEAR CAPITAL™

NextGear Capital Reaps Outstanding Efficiency Gains with NICE CXone

ABOUT NEXTGEAR CAPITAL

NextGear Capital's business revolves around cars—specifically, providing flexible lines of credit for auto dealers to buy used vehicles. Over 20,000 dealers depend on NextGear's financial support so they can stock their lots with the inventory consumers want.

NextGear Capital has grown quickly and is now the largest comprehensive provider of automotive lending products in the United States. 50 call center representatives, a mix of office and home-based agents, are based in Carmel, Indiana and field around 55,000 inbound calls monthly. NextGear also utilizes an additional 15 offshore agents in Barbados to help with late hour calls or spikes in volumes.

THE CHALLENGE

Before NICE CXone, NextGear Capital didn't have a contact center to speak of. "When a customer called our 1-800 number every phone in the contact center rang and the first person to answer was the one who took the call," explains Lauren Crooks, Supervisor, Client Experience. "We had no reporting, no quality assurance and no satisfaction surveys. Our forecasting was all guesswork, because we were using Microsoft Excel."

Case Study

However, NextGear knew they needed more efficiencies in the contact center to keep up with their plans for growth and that led them to select NICE CXone. "One of our biggest reasons for selecting CXone was to become more efficient," explains Lauren. "We wanted to track our agents' productivity, because we couldn't report on metrics and hold agents accountable to a service level goal."

"Our company had moved to a centralized business model a few years earlier," continues Lauren. "To continue realizing efficiencies from that centralization, we also needed a unified contact center solution, like CXone, that the entire company could use."

THE SOLUTION

NextGear Capital has grown rapidly and CXone has been an integral part of that growth. "We started out with $500 million in accounts receivables," says Lauren. "We've scaled the company to $4.5 billion, and NICE CXone has played an important role in supporting our expansion." CXone has also helped NextGear achieve deeper visibility into critical metrics, increase agents' productivity and enhance the customer experience.

Scaling operations for efficient service

One of the key business goals NextGear Capital realized by using CXone is the ability to quickly scale its workforce for fluctuations in call volumes. "Our busy season is from November to March," explains Lauren. "During those months, car dealers increase their inventory in preparation for tax time which is when most people buy vehicles. To handle the increase, we bring on additional staff. With CXone, it's very easy to quickly add more users."

"We also have weekly fluctuations in call volumes. Mondays are always our heaviest days, so the Barbados off-shore team takes additional calls then. With CXone, calls are seamlessly routed to whichever agent is free, regardless of where they're based."

Boosting first contact resolution with skills-based routing

Utilizing skills-based routing in CXone Interactive Voice Response has improved efficiency and impacted important metrics such as first contact resolution (FCR) and number of calls per client.

"One of our challenges was that dealers would call back multiple times to check if their issue had been resolved. With CXone, we can recognize if a dealer has made more than two calls per day and automatically route them to a higher skill level for specialized assistance," says Lauren.

"We increased our FCR from 74.4% to 80.83% in just one year. The average number of calls per client dropped from 3.02 to 2.7 in the same timeframe," says Lauren.

"Even though our business has grown 16%, CXone has honed our efficiencies so we've eliminated the need to hire an additional 10 agents annually which saves us about $100,000 per year."

Using surveys to boost customer satisfaction and coach agents

NextGear Capital uses CXone Feedback Management for postcall surveys to gather customer feedback. The goal is to understand how they can improve their processes to increase customer satisfaction.

"We want to know what isn't working for our customers," explains Lauren. "Every time we receive a negative survey, our supervisors listen to the call and determine the cause of dissatisfaction. Then they'll use that call as a coaching opportunity for the agent."

"We also use the surveys to track trends so we can pinpoint specific issues and make improvements. For instance, dealers often want more information about our fees. Based on the CXone Feedback Management feedback, we've added additional details to our website so dealers are clear on what we charge. The feedback we've received has helped us improve our processes so they're more customer-friendly."

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>
> Lauren Crooks, Supervisor, Client Experience

Ensuring schedule adherence with CXone Workforce Management

Schedule adherence was also a pain point for NextGear Capital, because it lacked visibility into agents' productivity. "With CXone Workforce Management, schedule adherence increased from 60% to 88%," explains Lauren. "We use workforce management for our Barbados offshore team, too, so we can hold both teams to the same standards. It's also freed up our leaders, so they don't have to keep an eye on agents to ensure they're productive."

"Since CXone Workforce Management enables us to manage by the numbers, it's fairer to our agents, because it removes any bias. Now we can run reports that show exactly each agent's level of productivity so there's no doubt how much they're contributing."

"CXone has helped us become an industry leader"

When Lauren reflects on NextGear Capital's partnership with NICE CXone, she's enthusiastic about how CXone has propelled her company to success. "CXone helped push us to the next level so we can be the leader in our industry."

"I love working with NICE CXone. Everyone we've interacted with has been extremely helpful, and our overall experience has been fantastic. I highly recommend CXone to other contact center leaders."

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.

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