

What is Real Time Service Optimization

The Challenges

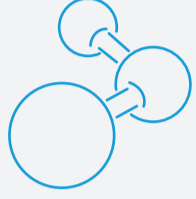
Customer service representatives (CSRs) in contact centers or back office environments, share some key challenges:



Entry Errors



Human Mistakes



Complex Processes



Memorize a Lot

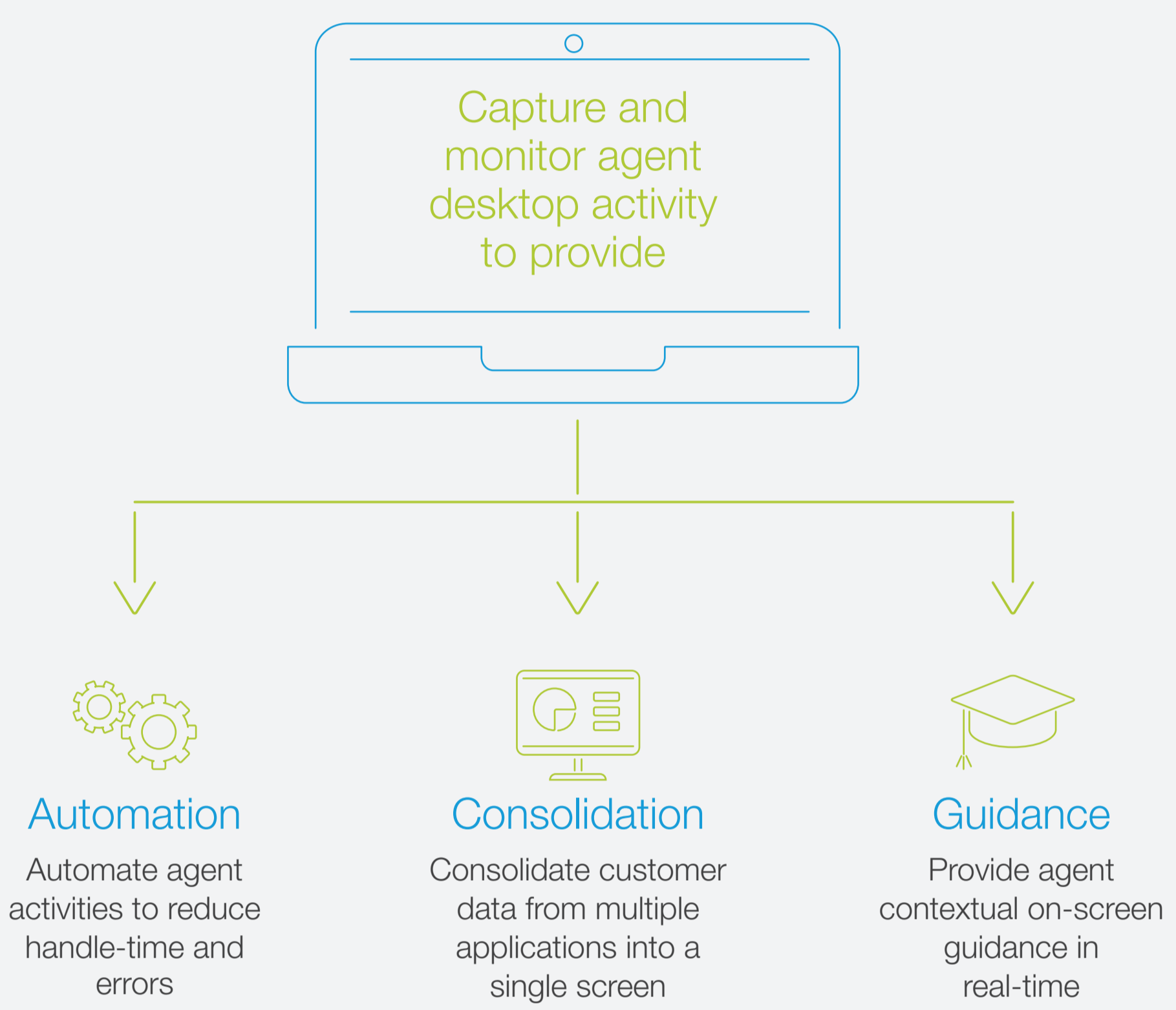


Complicated Service Issues



Keep Customers Happy

How it works?



Proven Results

<p>Who? A large American healthcare insurance company</p> <p>What? Automated their previously manual fax indexing process</p>	<p>Results</p> <ul style="list-style-type: none"> 10% Efficiency Gains 28 sec Handle Time Reduction 15 min Saved Per Employee
<p>Who? A leading tele-communication provider</p> <p>What? Empowered its tier-1 agents with a step by step guidance to settle complex payment schemes</p>	<p>Results</p> <ul style="list-style-type: none"> 27% Reduction of call transfers
<p>Who? Leading company in the field of business process outsourcing</p> <p>What? Automated the process of pulling customer past-usage data and calculating the next best offer</p>	<p>Results</p> <ul style="list-style-type: none"> 50% Decrease in AHT 15% Increase in First Call Resolution 16% Increase in Calls Handled
<p>Who? A major U.S. insurance carrier</p> <p>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</p>	<p>Results</p> <ul style="list-style-type: none"> Customer retention accuracy and overall process efficiency increased significantly

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