

## Customer Profile:

Hauling trash and recyclables is the just the beginning for Athens Services, an expanding and forward-thinking company that not only serves residential and commercial customers across Southern California but also partners with communities and other entities on a variety of environmental initiatives.

## Website:

[www.athensservices.com](http://www.athensservices.com)

## NICE inContact Solutions:

- CXone ACD/IVR
- CXone Omnichannel Routing
- CXone Workforce Management (WFM)
- inView™ Performance Management for CXone

## Results Achieved:

- Agent adherence rose from 67% to 82%
- Improved efficiencies through better forecasting and scheduling
- Improved agent performance and productivity
- Significant boost in agent engagement and motivation

## On NICE inContact

“...We’re huge on service, so we knew we needed a partner and technology that would take us to that next level. And that certainly is what NICE inContact has done for us.”

Dora Castro  
City Liaison/Admin., Athens Services

# Athens Services Manages Growth and Productivity with NICE inContact CXone

## About Athens Services

Sixty years ago, family-owned Athens Services began as a trash- and recyclables-hauling company. But especially in recent years, it has expanded its mission to include partnering with communities, legislatures, Cal-OSHA and others on a broad range of disposal programs, educational events and environmental initiatives. Partnership and high service standards are the company’s core values, and the #1 goal of the 78-agent contact center is answering 95% of its 606,000+ annual calls in 60 seconds or less! In addition to several specialized teams, there are two elite, omni-skill teams of agents, including one dedicated to the city of Los Angeles, the largest city contract ever awarded in the industry.

With a growing roster of residential and commercial accounts, the contact center’s ability to achieve its service targets and provide a consistently exceptional experience to 250,00 Southern California constituents has been enhanced by NICE inContact CXone—first by implementing the ACD/IVR in 2016, then by adding inView™ Performance Management for CXone and ultimately, by incorporating the CXone Workforce Management (WFM) tool. WFM’s visibility, reporting and transparency have enabled Athens Service to elevate its contact center performance to a whole new level.

## The Challenge

Athens Services continues to evolve from a hauler of trash and recyclables to a full-fledged partner with residential and commercial clients on disposal and environmental issues. The company’s rapid growth drives—and relies upon—expanded capacity in its contact center, as well.

Last year, Athens Services was awarded the contract for the city of Los Angeles, the largest contract of its kind ever awarded to a company in the disposal industry, which has come with big responsibilities. With several NICE inContact CXone products already in place, the company’s contact center is well positioned to handle its growing demands.

But this wasn’t always the case. Only a few short years ago, virtually everything in the contact center was being done manually. That began to change in 2016, with the implementation NICE inContact’s CXone ACD/IVR.

“We were a company that was growing, and we didn’t even have an IVR until NICE inContact,” says Dora Castro, City Liaison/Admin. “We used Outlook for emails. Our family is huge on service, so as we were researching companies, we knew we needed a partner, technology, that would take us to that next level. And that certainly is what NICE inContact has done for us.”

[www.NICEinContact.com](http://www.NICEinContact.com)

Although automating calls and routing made a big difference, there were still complex, time-consuming issues behind the scenes that hindered productivity and efficiency: determining peak call periods, scheduling and adapting workflow, monitoring quality, coaching agents—and most of all, trying to pull it all together into a cohesive, actionable picture of call center operations.

Dora describes the chaos and frustration of those days. “When you’re constantly growing, call volume fluctuates wildly, and it’s hard to predict the peaks. And that’s affected by all kinds of variables, including the weather,” she says. “We were reactive to our call volume, altering schedules [and having meetings] on the fly, going back and forth throughout the day to add skills to agents, depending on volume. We’d use various spreadsheets to forecast, schedule and calculate staffing needs. And we didn’t really have an effective or efficient way of engaging our employees other than with reports that were time consuming to generate.”

And then a solution arrived, Dora says: “NICE inContact WFM (CXone Workforce Management) was our savior.”

## The Solution

“You can’t imagine the nightmare we had before...,” she says. “But everything changed with CXone WFM. It has allowed us to schedule and track everything at a high level. This is the tool we need to go to another level, to service our customers...We want to improve the customer experience, and this is how we’re doing it, through WFM...We’re learning to trust the tool, and it is working...How did we go for so long without using this tool?”

Dora says that WFM has resulted in steady improvement that spans a number of different areas: in contact center performance overall, in agents’ productivity and efficiency and in the substantial time savings she and a colleague have realized in managing WFM functions. Although weather, holidays and other variables can be factors, she says a recent day’s stats are indicative of positive, upward trends.

“[That day], our service level was 90 percent; average hold time was nine seconds; average talk time including disposition was slightly over four minutes; and our abandon rate was one-half of one percent. It was a good day...!”

### CXone WFM Drives Agent Adherence, Big-Picture Improvement

Dora says that CXone WFM has been instrumental in identifying and addressing issues in another critical area: agent adherence.

“That was an eye-opener to the bigger picture of what was going on in our call center,” she says. “It helped us pinpoint where our weak spots were, and it was our agents not adhering to breaks or lunch schedules or maybe idling off a little too long. No one realized it before. When we first implemented WFM, we were at 67 percent adherence; now we’re at about 82 percent—a huge improvement!”

“NICE inContact WFM (CXone Workforce Management) was our savior... How did we go for so long without using this tool?”

Dora Castro, City Liaison/Admin., Athens Services

### inView Performance Management for CXone Provides Real-Time Visibility

The company also utilizes NICE inContact inView Performance Management for CXone, which had been implemented even before CXone WFM and provided the initial visibility into contact center operations.

“...With inView, we can see in real time—service levels, calls holding, what our agents are doing—and then we can generate reports,” Dora explains. “That gives us a snapshot of call volume for specific skills and also our service level at a particular time of day...So we can gauge where we are and what to anticipate, and if we need to make changes in the department, we can.”

Athens Services places a lot of importance on transparency, as well as providing agents the right tools and rewarding them for excellence. inView has given agents visibility into their individual and team performance stats, which fosters engagement and healthy competition.

“inView has helped motivate our agents to be more productive and challenges them to always do better,” Dora says. “When [agents] see that we’re very transparent with the team and they’re able to see their efficiency scores, it’s a big morale booster—encouragement for the team to step up their game. Agents are recognized and rewarded on excellence in performance and attitude, or ‘the Athens Way’.”

“I would recommend NICE inContact to anyone because of everything it does.”

For the future, Dora says Athens Solutions may add additional CXone products: SMS, as an additional customer channel, and CXone Analytics, as an important tool for managers and supervisors.

In the meantime, Dora describes value in various aspects of the NICE inContact partnership. She looks forward to NICE inContact's annual user conference, Interactions, to learn and connect with colleagues and offers high praise for her TAM as the pivotal person in her NICE inContact relationship: "TAMs are the ones who are going to get to know your company best and how you work..."

As a satisfied customer, Dora zeros in on CXone: "I would recommend NICE inContact [technology] to anyone, because of everything it does. It's so user friendly."

## About NICE inContact

NICE inContact is the cloud contact center software leader, empowering organizations to provide exceptional customer experiences with the world's #1 cloud customer experience platform, NICE inContact CXone™. CXone combines best-in-class Omnichannel Routing, Workforce Optimization, Analytics, Automation and Artificial Intelligence on an Open Cloud Foundation to help companies act smarter and respond faster to consumer expectations. NICE inContact, a NICE company, is recognized as a market leader by the leading industry analyst firms, and serves customers in more than 150 countries, including over 85 of the Fortune 100 companies.

For more information, visit: [www.NICEinContact.com](http://www.NICEinContact.com)