

Case Study

CXone Performance
Management



Customer

Direct Interactions

Industry

BPO (Fully Remote Workforce)

Website

www.directinteractions.com

Challenges

- Disengaged Employees
- Unproductive Employees
- Limited Visibility

Solution

NICE inContact CXone Performance Management

Results

45% Increase in Efficiency

Direct Interactions Creating an Impactful Remote Workforce

Direct Interactions has a distributed remote workforce. The company is focused on improving lives by hiring those who require personal care or provide care for others, such as people with disabilities and military family members.

The company knew how closely agent efficiency related to customer satisfaction. However, due to the remote nature of their job, agents often felt disconnected from their peers and leadership, which led to low engagement and efficiency.

Increasing agent efficiency is difficult in any contact center, but adding the dynamic of at-home agents made the task even more challenging. It also was difficult for the company to keep its agents informed of the current status of such a fast-paced work environment.

Direct Interactions chose CXone Performance Management on the NICE inContact platform as a solution to their concerns because they recognized the importance of being able to provide real-time feedback on agent and team performance.

Allowing agents to see performance measurements in key areas proved to be highly valuable. Now agents can course-correct throughout the day, rather than waiting for their end-of-week report or monthly performance review.

Supervisors can spend more time on key tasks that drive the needle because they can automate performance management. Both supervisors and agents can easily measure performance progression, which allows them to set clear, achievable goals.

As a result, agents at Direct Interactions who use CXone Performance Management have delivered 45% better efficiency than less frequent users.