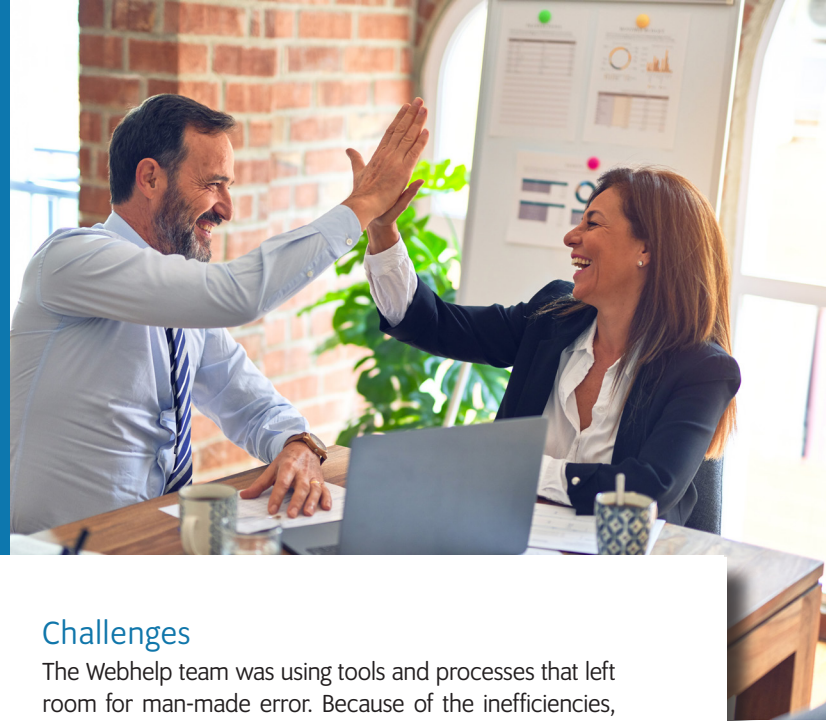# Case Study

CXone Performance Management | **Webhelp**

Customer
Webhelp is a global business solutions company that enriches customer experiences.

Industry
Business Process Outsourcer (BPO)

Website
https://webhelp.com/

Challenges
The Webhelp team was using tools and processes that left room for man-made error. Because of the inefficiencies, agent engagement was consistently low.

Solution
- CXone Performance Management
- Gamification

Global Interactions to Create A Friendly Front

Webhelp is a global community of passionate game changers. They enrich customer experience and business solutions to create lasting value for companies around the globe. They use their "smarts and hearts" to make business more human. They do everything from helping clients build smarter, better, and more human customer experiences, to moderating their social media, and providing payment services They emphasize the human touch to create power and connection for a variety of organizations in industries such as Healthcare, Financial Services, Retail/E-Commerce, Telecommunication, and more.

Webhelp is a Business Process Outsourcer (BPO) with more than 140 contact centers in 35 different countries Although Webhelp has several different working centers, they all share the same Webhelp DNA — emphasizing the human touch to create power and connections for businesses of all kinds. Webhelp currently has 2,500 employees using CXone Performance Management.

Addressing the Inefficiencies with CXone Performance Management

Prior to using CXone Performance Management, the Webhelp team was collecting data, transferring it to Excel sheets and then outsourcing it to team managers and support people. Not only was it a slow process, but the data being aggregated was in the different locations. There was a lot of room for man-made error in the process. Agent engagement was low and there was a lack of accountability in their performance. The process was not efficient or accurate.

Implementing CXone Performance Management created an automated way for Webhelp to have populated data for the contact center. By gathering all the data in one place, Webhelp was able to view important metrics at the same time. This created consistency and truth behind the numbers. Having access to real-time and historical metrics gave a greater outlook on the agents' overall performance. Webhelp's Reporting Expert Daniel Eliasson said, "It's so much easier to follow the performance since we now can look through the front window instead of looking into the mirror and always look at historical data."

Webhelp also rolled out the Gamification tool in CXone Performance management which enabled agents who were previously disconnected and inefficient to find purpose within their work. This tool allowed agents to understand how their individual roles played a part in the success of the center.
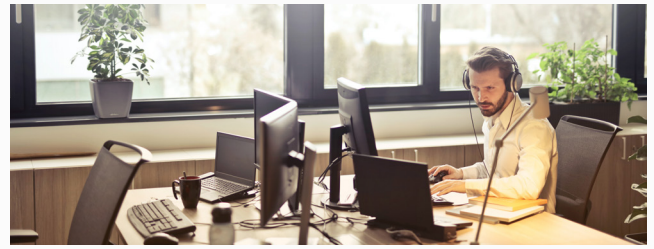
"It's so much easier to follow the performance since we now can look through the frontwindow instead of looking into the mirror and always look at historical data."
- Daniel Eliasson, Webhelp Reporting Expert

Finetuning Operations and Maximizing Opporitunities

The team has greatly benefited from the gamification feature. They were awarded an Employee Engagement Award in Las Vegas in 2019 as a result of improvements in average handle time (AHT) and Customer Service Issue (CSI). The introduction of the gamification feature also gave the center higher engagement rates amongst employees.

Having data collected all in the same place decreased the possibility of human error. Because managers did not have to worry about the data, they were able to put their energy into improving metrics amongst the contact center agents.

By creating opportunities for agents to succeed, Webhelp has seen major improvements across their contact center.