# Case Study

Telecom Scores a Surge Scheduling "Win/Win/Win" With NICE EEM

A North American telecommunications company wanted a solution to significantly reduce both delays and resource cost associated with intraday overtime and voluntary time off requests. The company's highly detailed labor contract added to the challenge. Implementing NICE Employee Engagement Manager (EEM) delivered convenience, cost, and service improvements.
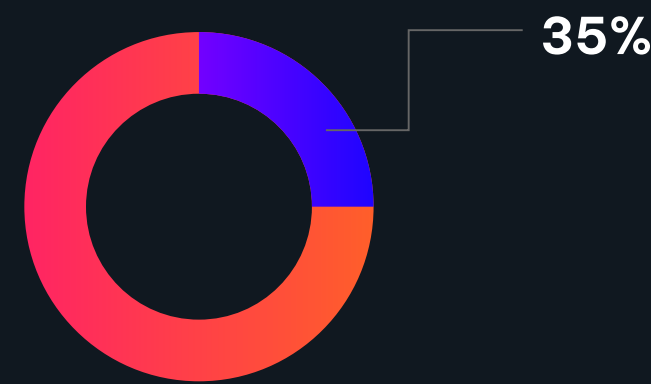
NICE

1HR+ TO MERE MINUTES ↓
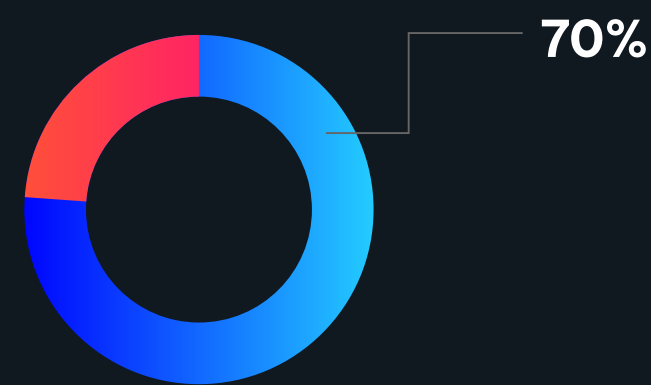Reduced surge response time with EEM
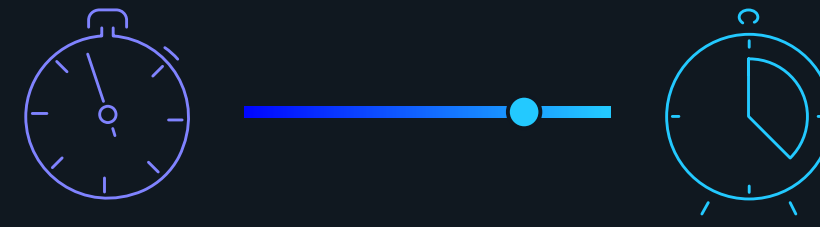
35% REDUCTION
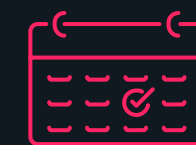In resource cost to process overtime schedule changes

35%

70% REDUCTION
In resource cost to process voluntary time off schedule changes

70%

Successful annual processing of
80,000+
SCHEDULE CHANGES

SUCCESSFUL ANNUAL PROCESSING OF
140,000+ WORK HOURS

75,000+
Reduction surplus
scheduled hours annually

CUSTOMER PROFILE

ABOUT
The company is a leading communications and information technology company with billions in annual revenue and millions of customer connections covering a range of service types. They have an inclusive and diverse team focused on customers and communities to provide the best experience. The company is also a top workplace that engages and empowers their employees.

INDUSTRY
Telecommunications

LOCATION
Headquartered in North Amerca

AGENTS
11,000+ agents using NICE solutions worldwide

GOALS
- Implement labor contract-compatible self-service for intraday/ surge schedule changes
- Reduce intraday scheduling change costs
- Reallocate WFM resources to higher-value tasks
- Reduce waste on surplus scheduled hours

PRODUCTS
- NICE WFM Suite with Employee Engagement Manager
- NICE Value Realization Services

FEATURES
- Improve agent self-service and reduce administrative burden for voluntary overtime and time-off requests
- Identify business outcomes and pathway to achievement through VRS Operational Assessment with NICE experts

Case Study

01 THE BEFORE

Before EEM: Too Many Steps

Skilled workforce management (WFM) staff at the telecom company spent a disproportionate amount of time processing schedule change requests. Agents lacked self-service, automation-assisted schedule trading tools, so relied on offline negotiations and emails to WFM staff. And when the company wanted to offer intraday opportunities for overtime or voluntary time off (VTO), those processes also leaned heavily on all-hands emails and WFM staff manual intervention.

02 DESIRE TO CHANGE

Complications threaten to become mistakes

These intraday delays and complications were more than simply inefficient. At times, WFM staff needed longer to process schedule change requests relating to a call volume surge than the duration of the surge itself. This meant that some schedule changes were being approved retroactively, putting payroll accuracy at risk. To avoid this outcome and honor the terms of its detailed labor contract, They wanted a solution that would integrate cleanly with its existing environment and significantly improve both speed and accuracy of intraday schedule changes.

03 THE SOLUTION

From hours to minutes

The company needed a solution that could accommodate its large pool of agents and complex work rules, streamlining the process for both agents and WFM specialists to implement schedule change requests. And they wanted a drop-in, vendor-supported solution rather than a bespoke solution which might become brittle as the business grows and evolves.

As an early adopter of NICE EEM, the company worked closely with the EEM product design team to shave unnecessary steps and delays from the change process. Notifications for overtime and VTO can now be targeted at specific agent pools or sent to the general population, without waiting for email delivery. Agents know that their request will be handled practically in real-time, instead of facing a multi-hour wait to learn if a request will be approved.

04 THE RESULTS

Years of proven results

The telecom has multiple years of experience with EEM demonstrating the long-term advantages of the solution. EEM serves the average agent with over two dozen schedule changes each year, representing over 140,000 rescheduled hours and 75,000 surplus scheduled hours saved. The fast, accurate solution supports the company's goal for superior employee engagement, and has reduced the risk of labor contract issues related to payroll precision.

Agents have responded not only by taking advantage of the intraday changes but by making more efficient and immediate peer-to-peer schedule trades. Today, intraday VTO and overtime requests are sometimes snapped up so quickly that even agents with quick reflexes are crowded out: a level of demand that creates room for improvement but shows that the tools are earning their keep and achieving the company's goals.

The NICE Customer Success team meets regularly with the telecom to review opportunities to refine EEM workflow and to discuss staffing and contact volume trends. This keeps the company aware of untapped efficiencies and gives the NICE team a greater understanding of seasonal and event-driven variations in the company's operations.
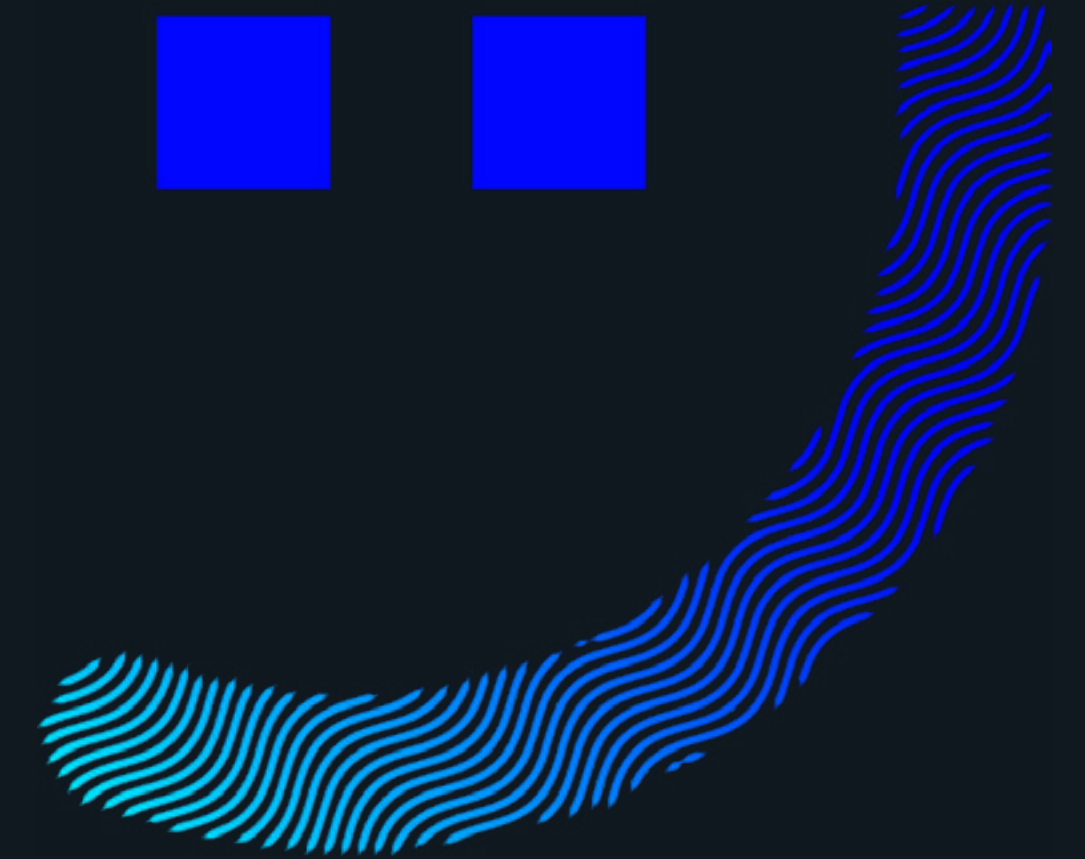
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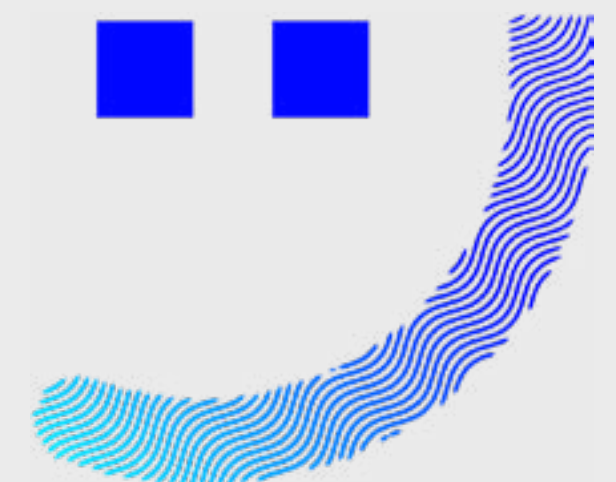
Refinements and opportunities await

The telecom plans to focus on opportunities created by EEM's speed and accuracy in the next round of labor negotiations with the approximately 3,000 agents using the solution today. As both the company and the agent union explore prospects for more labor flexibility and reduced complexity, EEM will likely play a larger role. The company is also exploring the prospects for EEM in other labor markets.

Based on their success with EEM and advancement through close collaboration with the product team, the telecom is continuing this improvement pathway with NICE Value Realization Services (VRS). In part, the company is looking at ways to improve their WFM configuration and processes to further optimize both WFM and EEM. They have also added NICE VRS Managed Services to support WFM system administration tasks with NICE experts.

"EEM has been a win/win/win solution for us. Employees, the company, and customers are all seeing benefits. Employees have greater control over their own time, the company saves by minimizing overstaffing, and customers benefit from lower and more consistent answer times."

TELECOM INFORMATION SYSTEMS MANAGER

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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