Optum

ABOUT

Optum delivers care aided by technology and data, empowering people, partners and providers with the guidance and tools they need to achieve better health.

NICE SOLUTIONS

- NICE CXone

GREAT CHANGE

INCREASED

Automation and efficiency

ENABLED

Continuous improvement

CHALLENGE

Optum's India operations architect and deliver end-to-end technology-enabled solutions to global employers and the government in India. With its clients' contact center operations facing challenges due to manual processes and unreliable tools, Optum embarked on a mission to transform how they deliver customer service. Optum sought a unified CX platform with advanced analytics, automation, and AI-driven capabilities able to deliver seamless customer experiences at scale.

SOLUTION

With its clients struggling to modernize and optimize their contact center operations, Optum has implemented CXone for organizations with and without an existing customer experience platform. Optum's clients are empowered with omnichannel routing, workforce optimization, analytics, automation solutions and more, enhancing efficiency and customer satisfaction. The platform's user-friendly design and AI-enabled features streamline operations, personalize interactions, and boost agent performance, enabling the companies that use it to drive continuous improvement.
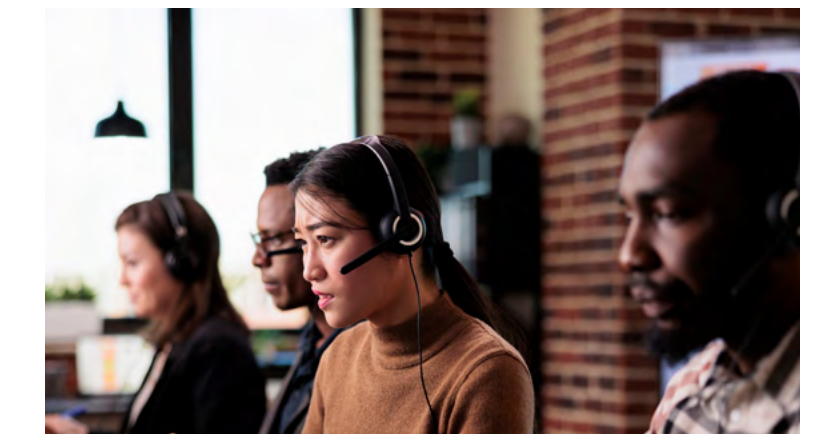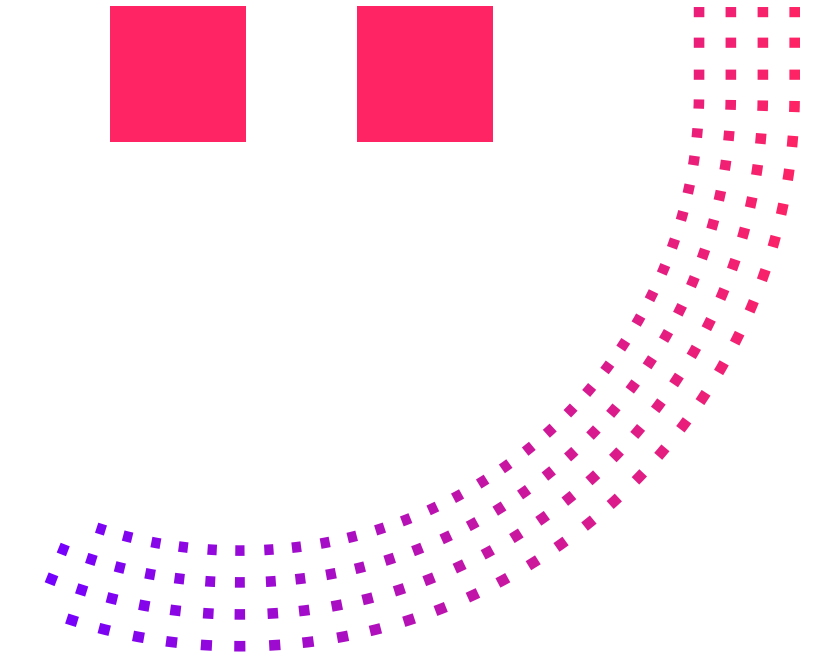
IMPROVED DECISION-MAKING

With advanced analytics and insights

DELIVERED

Cost savings

"CXone helps our clients streamline operations and reduce costs by leveraging advanced omnichannel routing, ensuring the seamless impleemntation of SMS, chat, and both agent and agentless dialer systems. By automating repetitive tasks, CXone frees up agent's time, enabling them to focus on more complex, value-added activities. "

ASHUTOSH SAHU
SOFTWARE ENGINEER
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