

## Payment Processing Leader Streamlines Workflows with CXone Supervisor

Shift4 is the leading provider of integrated payment processing and technology solutions, delivering a complete ecosystem of solutions that extend beyond payments to include a wide range of value-added services. The company's technologies help power over 350 software providers in numerous industries, including hospitality, retail, F&B, e-commerce, lodging, gaming, and many more. With a commitment to delivering best-in-class technology and support, the company prides itself on its customer-first mindset.

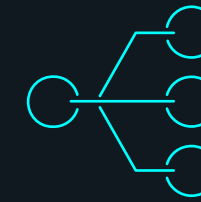


### IMPROVED SERVICE LEVEL

From 60%-65% to 85%-90%



### STREAMLINED SUPERVISOR WORKFLOWS



### IMPROVED AGENT PERFORMANCE KPIS



### INCREASED ADHERENCE



### IMPROVED THE AGENT, SUPERVISOR, AND CUSTOMER EXPERIENCE



## CUSTOMER PROFILE

### ABOUT

Shift4 (NYSE: FOUR) is boldly redefining commerce by simplifying complex payments ecosystems across the world. As the leader in commerce-enabling technology, Shift4 powers billions of transactions annually for hundreds of thousands of businesses in virtually every industry. For more information, visit [shift4.com](http://shift4.com). Industry: Payments and commerce technology

### WEBSITE

[www.shift4.com](http://www.shift4.com)

### LOCATION

Headquartered in Allentown, PA

### AGENTS

1300+ agents using NICE solutions

### GOALS

- Modernize operations
- Gain efficiencies
- Free supervisors
- Increase reliability

### PRODUCTS

- [CXone Supervisor](#)
- [CXone CXone Dashboard and Reporting](#)

### FEATURES

- Interactions monitoring for voice and digital channels
- Real-time omnichannel monitoring
- Actionable insights into agent performance
- Real-time behavioral guidance
- Reskill flows



## 01 THE BEFORE

### Before CXone Supervisor: Workarounds and unreliable tools

Shift4 contact centers serve more than 200,000 customers handling more than \$3.5 billion transactions annually. Over its 25-year history, the company had amassed a variety of solutions to meet its contact center's needs. As a result, its teams spent a lot of time pulling data from different tools to try to gain insight into its contact center operations. Without real-time screen monitoring, they often found themselves having to find ways to work around technology limitations, including having supervisors log out of systems to free up licenses for agents, logging back in repeatedly when systems timed out, and having to remember multiple logins and passwords. Reliability was also an issue. When demand surged and agents found themselves facing a couple of hundred calls in the queue, the system would inevitably crash.

## 02 DESIRE TO CHANGE

### Consolidating and modernizing command center operations

Shift4 wanted to move toward a unified set of solutions for its contact centers and ensure that its tools could consistently and reliably meet its needs, even in times of peak demand. The company also wanted to increase visibility into its contact center operations and empower supervisors to more efficiently manage their teams. Among Shift4's products is SkyTab, a touch-screen point of sale (POS) system that can automate management activities and streamline business operations. Its SkyTab escalations team not only handles support calls that are escalated within its own business line but also serves as an additional resource when the company's POS team agents need assistance.

The company chose CXone Supervisor to provide a dedicated workspace to streamline its supervisors' daily management needs and gain access to business-critical insights across teams.



## 03 THE SOLUTION

### Enabling agile, informed decision-making

The adoption of CXone Supervisor unlocked a wide range of new capabilities for Shift 4's SkyTab escalations and POS support contact center teams, enabling supervisors to track key performance indicators (KPIs), monitor agents, receive alerts to reduce customer experience risks, perform ad-hoc agent performance evaluations, and boost data-driven decisions through real-time insights. Within a single application, supervisors now have access to real-time insights into skills, agents, and contacts. They can monitor, join, or take over a call as it's in progress to ensure that agents have the help they need and that customers' issues are being resolved. Easy visibility into the status of the POS team makes it easy for the SkyTab escalations team to jump in and help, with just the right agents with the right skill sets, when hold times increase.

"I can see the data I want to see when I want to see it, but then I have the ability to switch over to the other manager in POS support and help them out," said Kimberly Laible, manager of the SkyTab escalations team. "I can also see active data and see how long an agent's been on hold, and that's another great feature."

CXone Supervisor also unlocked the ability for the contact center to begin tracking adherence for the first time.

"We didn't have set schedules, and we didn't have set breaks," Laible said. "Agents would just take their breaks when they needed to. I'd never want to make my agents feel like I'm micromanaging them, but it's very important with a call center to manage when people take breaks. It's more of a controlled environment—things are a lot more organized now, and supervisors can see all agent states with a birds eye view. In addition to their current state, the Supervisor tool allows me to see their "up next" state to give me a better idea of any potential scheduling risks." Another great capability is being able to even go back historically and check out the distribution of agent states over time to ensure adherence standards are being met.

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

### An all-in-one solution for managing the contact center

CXone Supervisor unlocked a wide range of benefits for Shift4. Real-time insights into agent activity, skills, and proficiencies, combined with screen recording capabilities and the ability to listen in and provide help or take over a call, has helped supervisors reduce the stress on agents while improving customer service. They can also easily see when they need to deploy additional resources to keep service levels high.

“This has had the result of creating a better relationship between supervisors and their agents, who feel like supervisors are there for them when they need it the most,” Laible said. “Our service levels have gone up exponentially. We were running about 60% to 65%, and we’ve been holding steady between 85% and 90%. As calls are coming into the queue, if we hit a crisis mode, we can see that very quickly.”

The ease of reporting has streamlined the work required to manage the contact center, with Laible and other managers able to receive customized reports—no IT resources required—delivered automatically. Shift4’s supervisors are also able to easily access calls to use in their weekly one-on-one meetings with agents.

“When we hear a great call, we can pull it and use it as an example for training,” Laible said. “When we hear a bad call, we can use it in training to explain what we could have done better.”

## 05 THE FUTURE

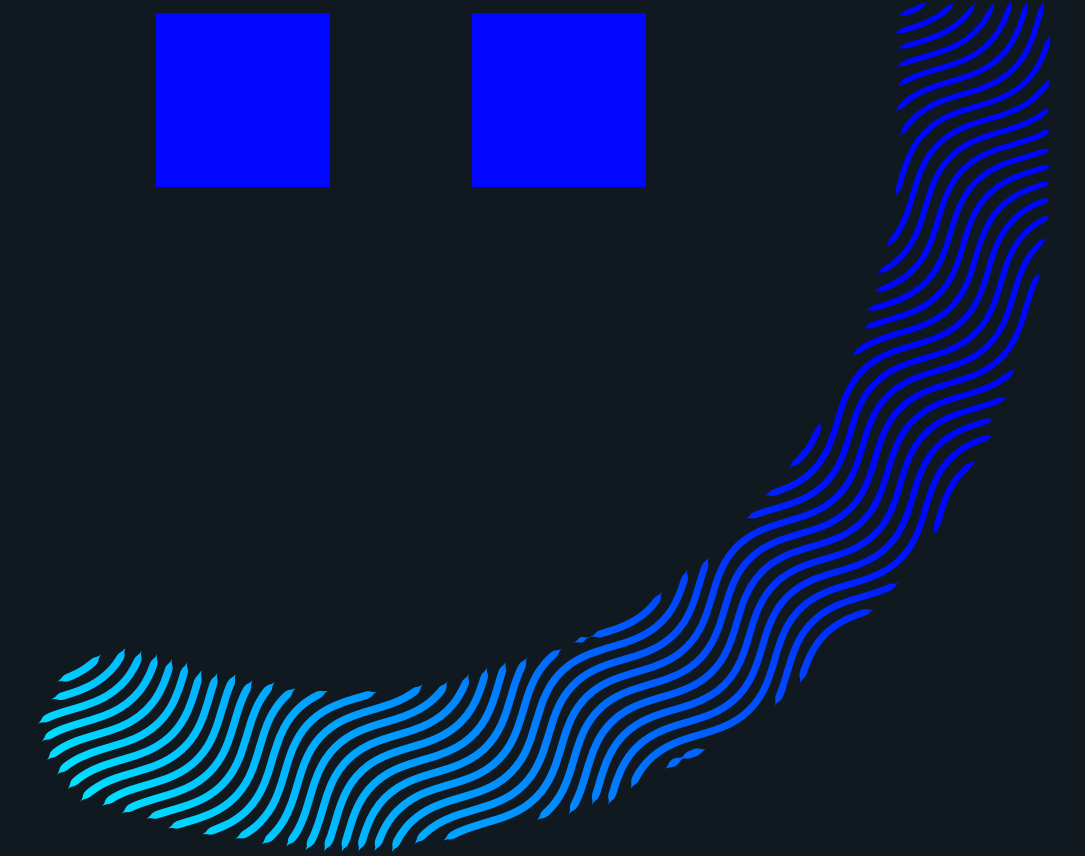
### Continuing to add new capabilities to streamline supervisors’ workflows

Moving forward, Shift4 Bank plans to continue to expand its use of CXone to simplify how its supervisors manage day-to-day activity in the contact center.

“We’re just hitting maybe 20% of what the tool can provide for me and my team, so I’m looking forward to continuing to exploring it and using it to its full ability,” Laible said.

“I love the fact that the Supervisor workspace allows me easy access to reporting whenever I need to do offline work. It really streamlines all of my essential daily needs in one place. For instance, I can access CXone Reporting straight from the Supervisor workspace, and generate certain reports and have them emailed to me at a specific time every morning. I don’t have to keep regenerating them every day, which saves time for me. They’re ready for me when I get in in the morning, so I can set up my daily stand-up meeting reports and get everything flowing. Having one source for everything is really nice.”

KIMBERLY LAIBLE  
SKYTAB ESCALATIONS TEAM MANAGER  
SHIFT4



## 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.

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