



ABOUT

Nex-Tech Wireless, a subsidiary of Nex-Tech Inc./Rural Telephone, Golden Belt Telephone, and Tri-County Telephone, is a premier wireless provider offering wireless solutions to residents in over 40 counties of central and western Kansas. Nex-Tech Wireless' mission is to provide an unrivaled customer experience by bringing trusted technology and superior service to their hometowns.

NICE SOLUTIONS

[NICE CXone Mpower platform](#)

- [Omnichannel Routing](#)
- [Quality Management](#)
- [Supervisor Workspace](#)



CHALLENGE

Nex-Tech Wireless operates as a regional wireless carrier across its own network of towers as well as roaming capacity. It ran for years on the same on-premises contact center system. There was no flexibility to add new channels or to manage multiple contact channels in a unified queue. Supervisory practices relied on obvious in-person cues such as a raised hand or looking in on a call lasting longer than a certain threshold. Call recording and quality management practices were limited.

SOLUTION

By selecting CXone Mpower, Nex-Tech Wireless promptly gained several capabilities needed to stay competitive and relevant. With Omnichannel Routing, Nex-Tech Wireless has been able to add live chat, text messaging (SMS), and chatbot capabilities. Quality Management has unearthed several areas which need greater focus by supervisors in both general customer support as well as technical issues. In turn, that emphasis has helped Nex-Tech Wireless continue to hit its monthly average hold time targets. Nex-Tech Wireless also has gained much greater visibility into schedule non-compliance, particularly long stays in off-hook status, and daily statistics are used by both call center leadership and the C-suite. The company now knows how to enforce sensible limits on the number of agents able to take breaks and lunches simultaneously while keeping service levels high.



GREAT STATS

SIGNIFICANTLY REDUCED

Agent time in off-hook and non-compliant statuses

HARMONIZED

Agent breaks and lunches to avoid understaffing situations



50%+

Share of voice calls redirected to digital channels like SMS and chat

30 SECONDS

Average hold time target, sustained on a monthly basis



“We’re at the perfect spot now with our omnichannel sessions. Our agents are a lot more intertwined with our company now, and better know how to take care of our customers.”

TAMARA HAMEL
CUSTOMER OPERATIONS MANAGER
NEX-TECH WIRELESS