afterpay

How Afterpay Increased Agent Productivity 30% with Playvox by NiCE Workforce Management

Afterpay is an Australian fin-tech company operating in the United States, United Kingdom, Australia and New Zealand. Over the last year, Afterpay doubled its consumer base with more than 11 million active customers and 40,000 retail partnerships, creating serious support challenges.

Challenge

- Forecasting their contact center staffing needs.
- Visibility into agent performance.
- Defining and reporting on the success of customer teams.

Solution

- Playvox by NiCE WFM was implemented with an early adoption of forecasting and reporting.

Results

- Increased agent productivity by almost 30%.
- Improved QA and CSAT scores.

01 Challenge

Afterpay is a high-growth start-up, having doubled its volume of active users to more than 11 million consumers as the coronavirus pandemic spurred new spending habits. Launching in new regions and territories while attracting tens of thousands of new customers every day created serious challenges. Forecasting contact center staffing needs with no view into historical trends was difficult at best, and using various outsourced partners to scale for growth meant more complex scheduling requirements and a disconnected view of success.

02 Solution

The Afterpay team had used other workforce management tools in the past, but most didn't accommodate the company's complex and ever-changing needs. Playvox by NiCE worked together with Afterpay to consider their existing processes and implement Playvox by NiCE WFM in ways that allowed the organization to minimize disruption and quickly take advantage of new efficiencies.

"The joy of working with Playvox by NiCE is that they get the Afterpay Way. Our business is continually changing, and we need a partner that gets that and adapts with us," said Yvonne Gilmour, Afterpay's Head of Service Delivery.

Afterpay quickly adopted Playvox by NiCE Workforce Management in their Australia and New Zealand locations. They capitalized on the early gains in those regions and went on to build accurate staffing forecasts and efficient processes to prepare for implementation in the United States and the United Kingdom.

"There's no sales pitch here. The team at Playvox by NiCE understands what you need and helps by showing you how they can support your goals," said Gilmour. "I love the slight nerd factor of working with gifted people who are technically proficient. They continually challenge our thinking to get us to raise the bar, and I love that."

playvox by **NiCE**

With Playvox by NiCE Workforce Management, Afterpay was also able to fully mobilize their team members and support working from home during the coronavirus pandemic. Playvox by NiCE WFM connected Afterpay's team and enabled uninterrupted performance, while keeping staff members safe through social distancing.

"While the world goes into shutdown, our teams are helping our customers from the comfort of their own homes," said Gilmour. "We know exactly who is doing what, when and how – minute by minute."

03 Results

Since deploying Playvox by NiCE Workforce Management, Afterpay has increased productivity by almost 30%, measured by tickets resolved per hour, all while improving their QA and CSAT scores.

Playvox by NiCE WFM's real-time dashboards provided a clear view into Afterpay productivity, revealing an opportunity to reduce variance in output across teams. Afterpay conducted training sessions and coaching programs that resulted in improved performance and more satisfied customers.
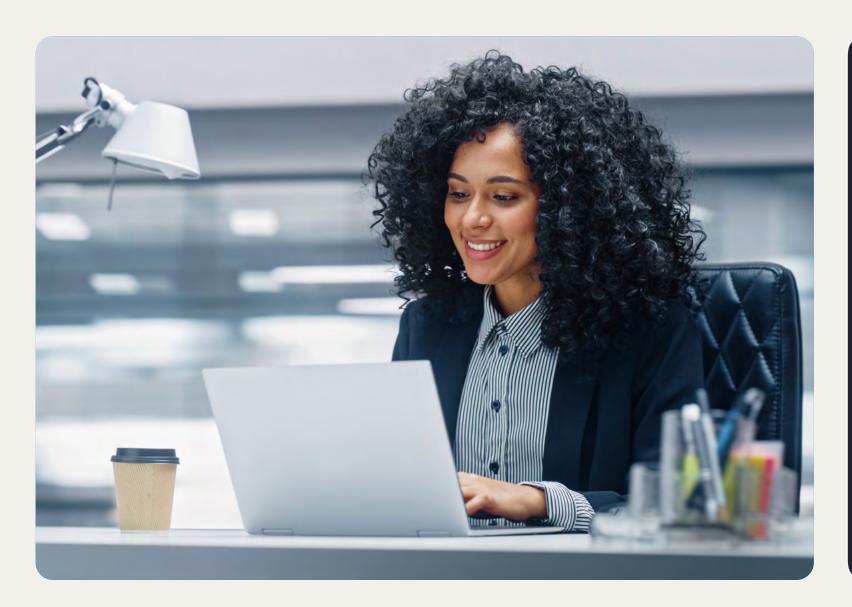
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More output with the same resources - winning! The Playvox by NiCE Workforce Management system provides real time global updates across all time zones, so we know exactly what's going on for any given period...
The fact that we are able to pull in the other metrics, such as CSAT and QA, means we have a balanced view on how we are delivering service globally in real time. It blows me away how easy this has all been." -Yvonne Gilmour, Head of Service Delivery

Yvonne Gilmour
Head of Service Delivery

About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE's platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

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