



Angi Drove Over \$1M Annually in BPO Cost Savings Through Increased Productivity and Accountability

Angi (NASDAQ: ANGI) is your home for everything home—a comprehensive solution for all your home needs. From repairs and renovations to products and financing, Angi is transforming every touch point in the customer journey. With over 25 years of experience and a network of over 200,000 pros, we have helped more than 150 million people with their home needs. Angi is your partner for every part of your home care journey.

Challenges

- No insight into agent productivity
- Little accountability for BPOs to maintain costs, and run operations efficiently
- Issues with low productivity, resulting in long handle times, and missed SLAs



Solution

- Playvox by NiCE Workforce Management, leveraging automated forecasting, scheduling, and real-time visibility



Results

- Cost savings of \$213,120 during initial 4 months of utilization
- Agent occupancy increased from 43% to 80%
- Touches per hour improved from 2.5 to 5.5
- SLAs went from 70% to 90%
- Percent of agents working minimum of 5 tickets per hour grew from 20% to 60%
- Automated demand forecasting saved Angi 30% in costs, per full-time employee
- Projected annual cost saving utilizing Playvox by NiCE WFM: \$1M +



01 Challenge

When Angi first reached out to Playvox by NiCE, they had a number of challenges. With over 800 agents in different locations across the globe, Angi struggled with little insight into agent productivity. Adding to the complexity of having useful insight, Angi also relies on Business Process Outsourcing Companies (BPOs) to maintain staff to support their customers. Without visibility to metrics, there was no accountability for the BPOs Angi leveraged to maintain costs and run operations efficiently. This left Angi with soaring staffing costs, varying customer experiences, and high costs per completed job. Lack of accountability at the BPO also created issues with low productivity, resulting in long handle times, low occupancy and missed SLAs. Most critically, all of these challenges impacted customer experience.

Rob Lajeunesse, Director of CX Strategy and Operations at Angi, said “We had virtually no ability to understand in real time, if your agents were maximizing their productivity. We were forced to drastically overstaffed to hit customer experience targets, with minimal confidence in performance if we staffed closer to requirements.” With these issues, Rob was challenged to ensure the Angi contact center and the BPOs they leveraged were as productive as possible. They needed a WFM solution and evaluated a number of vendors with criteria such as automated forecasting and capacity planning capabilities, real time adherence monitoring, tight integration to Angi’s care system of interaction, and workforce tailored reporting and analytics.



02 Solution

With the Playvox by NiCE solution, Angi was able to recognize multiple benefits and hard cost savings. Angi was able to hold the BPOs accountable for low-performing agents through real-time visibility of productivity metrics and robust reporting capabilities. Angi was also able to optimize the allocation of resources, based on more accurate forecasts with Playvox by NiCE's automated forecasting. The integration between Playvox by NiCE WFM and Zendesk gave Angi additional insight into productivity metrics such as occupancy and tickets per hour. And, with Playvox by NiCE, they also could understand clearly if agents were adhering to their schedule and the accuracy of their forecast across their omnichannel business. This allowed Angi to better pinpoint problem areas and immediately address issues which enabled them to control costs and create better customer experiences.

“Playvox by NiCE has been integral in driving accountability with our BPOs and is operationally critical to running our agent operations. We would not be able to effectively balance costs and performance in the way we do today, without support from Playvox by NiCE tooling and their team”

03 Results

Since implementing Playvox by NiCE WFM, Angi has estimated an annual impact of over \$1M in BPO productivity gains and cost efficiencies. Agent occupancy increased from 43% to 80%. Touches per hour improved from 2.5 to 5.5. SLAs went from 70% to 90%. Angi was able to identify low performers easily and the percentage of agents working the minimum of 5 tickets per hour improved from 20% to 60%. Automated demand forecasting saved Angi

30% in cost per full-time employee. Angi also used Playvox by NiCE as a core component of renegotiated BPO contracts, using workforce insights to set contract parameters around metric goals and enforcement of KPIs.

“

Playvox by NiCE has been crucial to Angi being able to take back control of our agent operations. Driving accountability across our agent pool has not just improved customer experience and financial performance, it has also increased our team's ability to deliver on both of those metrics as other factors outside of our control shift. We would not be able to effectively run our contact center without Playvox by NiCE.”

Rob Lajeunesse
Angi, Director of CX Strategy and Operations



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.

www.nice.com

For the list of NICE trademarks, visit <http://www.nice.com/nice-trademarks>