

Case study



Entel Connect Center offers Contact Center BPO services and technology services in Latin America.

Industry: BPO services

Website: corporaciones.entel.cl/contact-center

Location: HQ in Santiago, Chile

Size: 3,500 Agents

More flexibility

For agents to work from home



Reduced

Infrastructure costs



Challenge

To stay competitive in the BPO market, Entel Connect Center needed a more flexible solution that allowed them to scale its agent teams as its clients' needs shifted – and one that would offer consistent operations across countries. Working with an on-premises solution that was difficult and costly to maintain, ECC knew it needed to make a shift to a cloud-based, omnichannel contact center solution that would attract more business.

Solution

Agents, supervisors, and leadership alike are using the new insights they're uncovering to improve service while lowering technology costs. As the platform rolls out to more teams, word is spreading throughout the company about the positive changes the CXone Mpower platform is making. With a company-wide push to adopt AI solutions that offer ECC clients the best technologies and bring customers an outstanding experience, NiCE is delivering the efficiency and productivity ECC needs to make it happen.

NiCE Solutions

- CXone Mpower platform
- Omnichannel Routing
- Recording
- Supervisor Workspace



Our proposition to customers is to offer them the very best technology available, and we are increasing our customer base and becoming more competitive in the BPO market because of NiCE's technology and reputation.

Rene Martinez Cisterna
Technology & Project Manager
Entel Connect Center

Great stats



15-20%

Gain in efficiencies

Reduced

Implementation cost

Improved

Occupancy rates

