



Newday Delivers Customer Service Change Using NiCE Satmetrix

XPRON is a German customer service and IT help desk provider supporting a wide portfolio of clients. The company offers 24/7 contact centre operations with multilingual agents providing service to both local companies and businesses as they expand their German operations. XPRON's services allow customers to handle complex tasks by merging several resources into one. XPRON's workforce model changed from everyone working in the office to about 10% regularly in the office post-pandemic.

90%
remote workforce



Increased
agent satisfaction



70% decrease
in time to plan schedules



Increased
personalization



Improved
scheduling flexibility



Customer profile

About

XPRON is a German customer service and IT help desk provider supporting a wide portfolio of clients. The company offers 24/7 contact centre operations with multilingual agents. With more than 15 years of specialist and practical knowledge, XPRON has already relieved many companies of all industries of customer-oriented stress and worries.

Industry

IT Services/
Customer Service Centers

Website

www.xpron.com

Location

Neuss, Germany

Agents

300

Products

- Workforce Management
- Value Realisation Services

Goals

- Better manage scheduling process
- Increase flexibility for agents
- Prioritise training
- Boost long-term schedule planning

Features

- Intraday optimisation
- Multilanguage support





01 Before

Old school scheduling methods hindered growth

XPRON's services for customers are leading edge, but the company's previous approach to scheduling for agents relied on old-school Excel sheets. The team was only able to do two weeks of shift planning at a time and didn't have the flexibility for short-term changes. Applying any changes was difficult and adding additional users was a challenge.

These struggles created several limitations for XPRON. No forecasting was available, intraday optimization was not an option, and there was no way to provide detailed planning for various service levels. As the workforce became more remote and added even more complexity to scheduling, these issues were exacerbated.

02 Desire to change

Searching for a platform that could handle the complexity

It was clear a change was needed for XPRON. "Our agents needed more flexibility, but we also needed to keep the focus on our customers," Alexander Wolters, General Manager at XPRON said. The company wanted to implement a workforce management tool that could scale and support the web of multiple queues, service and skill levels, and differences in agent schedule needs. "We also wanted something that would help increase agent happiness by making shift scheduling based on preferences easier," Wolters said.

Ideally, XPRON wanted to have the capability to plan schedules four weeks out instead of two and add in intraday optimization. The company's incumbent workforce management tool that was unfortunately not successful. The product couldn't deliver the needed tools in multiple languages nor handle the complexities of XPRON's workforce. After further research, NiCE Workforce Management emerged as the solution.

03 NiCE solution

A structured rollout was done in the local language

XPRON partnered with paulusresult GmbH and NiCE's Value Realisation Services (VRS) to launch NiCE Workforce Management. The platform was implemented in two phases to support two separate ACD systems. "Working with VRS made a significant difference to us and meant we had support before, during, and after implementation," Wolters said.

The team created a roadmap for deployment personalized to business needs in the local language to support user adoption. Intraday optimization was a key focus due to large demand variations and optimizations of different service levels. The full approach carefully considered agent needs and flexibility throughout. Wolters credits the "wellstructured design" of VRS and the team's implementation plan for the successful adoption. "We also made sure to familiarise the team with NiCE terminology early on and created a 'snack-size' training approach," he said.



04 Results

Time savings and better long-term planning

Within a month, XPRON was seeing positive returns from WFM. Though Wolters was initially concerned about the agents' response to the culture changes a new platform would require, agents took to NiCE with excitement. "After just four weeks, agents were telling us they were so much happier with the scheduling process. We just let the product speak for itself," Wolters said.

The team was now able to craft schedules that considered employee needs while ensuring customer support remained a priority. With optimization and automation features in WFM, managers now have the agility to address short-term scheduling changes. Where planning a one-week schedule previously took around two days, managers can now complete the task in just half a day.

WFM also helps XPRON better prioritise training. "Before, we had to schedule training and force everyone's schedules around that," Wolters said. "Now, we're able to use the system to pinpoint the best time to do training for different service levels and can even plan months out."

05 Future

Expanding automation and insights across the contact center ecosystem

Now that initial deployment is complete, XPRON has its sights set on adding new features for more benefits. The team would like to expand to multi-channel planning to replicate the success they've had with their voice and call centre teams. Wolters sees opportunities for calculating multiskilled efficiency to avoid overstaffing and applying different service level types depending on the time of day, such as having lower service levels for night shifts. XPRON is even experimenting with the idea of custom reports that can be sent automatically to individual customers.

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Alexander Wolters
General Manager
XPRON

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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