

SUCCESS STORY | INSURANCE

Leading insurance provider improves operational efficiency and CX by migrating to NICE CXone

Improved first-call resolution and enhanced customer experience



About the client

The client is a leading insurance provider operating with the goal of safeguarding and improving people's lives all over the world. They provide guidance and insurance solutions that empower customers in more than 120 nations to make wiser financial, debt-protection, and other decisions that will help them safeguard and expand their businesses.

Requirement

The client was looking to switch to a cloud contact center platform to increase operational effectiveness

and lower support, upgrade, and maintenance costs. They were also looking to:

- Support upcoming business operations, relocate 170 agents and 15 clients into an existing user hub tenant business unit owned by the client.
- The current ACD platform was nearing end of life, so the client had to rehost and move the line of business to an alternate platform
- They wanted to retain the existing self-service IVR since it was managed separately. The client wanted to transfer these services to the shortlisted cloud contact center platform - NICE CXone.

Solution

To replace the current contact center solution, Servion deployed NICE CXone with the US instance supporting agents in the US. The solution also included the following:

- Full-scale IVR self-service implementation with pre-built dashboards and reports for in-depth customer journey analysis.
- Agents were empowered with a 360-degree view of the customer with profile information, interaction history, wrap-up, and various other features via a CTI screen pop to Oasis CRM using the CXone Agent, enabling them to provide better customer service.
- Integration of a softphone (WebRTC) for incoming and outgoing telephony allowed agents to take calls on their laptops or desktops while using a browser.
- Configuration and migration for more than 170 agents.

Benefits

The client saw several benefits from the cloud migration, in addition to increased agent productivity and call handling, including:

- All contact center applications were integrated with NICE CXone, with plenty of room for future solution additions
- The new cloud contact center platform allowed more than 170 agents to work remotely without sacrificing the quality of the customer experience
- Improved first-call resolution by giving agents access to customer data and interaction history via screen pop

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