NICE·CXone

Case Study

Delta

CUSTOMER PROFILE

Travel

WEBSITE

www.delta.com

NICE CXone SOLUTIONS

- CXone Omnichannel Routing
- CXone Analytics
- CXone Workforce Optimization
- CXone Open Cloud Foundation

RESULTS ACHIEVED

- 100% elimination of agent shortages
- 98.5% schedule efficiency
- 12% savings in schedule costs
- 73% reduction in excess agent hours

ON THE NICE SOLUTION

Schedules generated by CXone Workforce Optimization distributed agent-on-duty time into each interval by even percentage, a requirement of Reservations and Sales, to avoid substantially higher shortages over weekends as generated by the traditional workforce management (WFM) software.

DELTA

Delta Air Lines Transforms Excess into Success with NICE CXone

ABOUT DELTA AIR LINES

Using the data driven benchmarking approach, Delta Air Lines developed a road map for increased efficiency impacting both service levels and bottom line. With CXone Workforce Optimization, Delta Air Lines drives innovation and breakthrough performance in customer contact center operations by scheduling and deploying its most expensive and complex resource—its agents.

Case Study

THE CHALLENGE

The Reservations and Sales Organization at Delta Air Lines is a leader in pursuing all promising opportunities and technology to increase the responsiveness and operational efficiency of its customer service operations. Unsatisfied with the "Trust us—Our schedules are optimal" claims made, they carried out a data driven study to compare schedules generated by the traditional workforce management (WFM) systems available. Disappointing results in schedule efficiency levels and non-optimal schedules from this study led Reservations and Sales, in collaboration with Delta Technologies, to pioneer their own proprietary technologies. Continued interest in improving schedule efficiency and service levels recently led the Delta Reservations and Sales Organization to evaluate available WFM solutions and technologies once again. NICE CXone was included in the evaluation. The desire, in this case, was to evaluate the opportunities offered by available WFM software and technologies in the market and determine if any of them are providing truly optimal schedules.

THE SOLUTION

Opportunities identified

CXone Workforce Optimization improves total labor costs by creating schedules with the highest efficiency achievable in a contact center environment. Proprietary mathematical optimization models and algorithms produce the best possible fit, between agents, skills, contact volumes, and servicing goals. Concurrent schedule optimization technology validates that work and off days, daily start times, break times and other activities are optimally placed within individual agent schedules to align with the overall requirements of the contact center. In order to

determine how "optimal" the schedules generated by their WFM software and the other WFM software participating in their study were, the Reservations and Sales Organization developed a plan to benchmark the agent scheduling capabilities of participating solutions over a target week using the following Delta environments:

- Two environments

- Six contact centers in three time zones

- 918 full time, and 151 part time agents

- Two skill types

- Skills-based routing

Using the same contact center data, weekly agent schedules for these two environments were generated by CXone Workforce Optimization and the other WFM software participating in the study that included Delta's proprietary scheduling technologies. Schedules generated by different WFM systems were checked by the Reservations and Sales Organization for conformance to weekly tour, daily shift, and break scheduling parameters, agent and skills availability, operating hours, etc.

NICE CXone's CXone Workforce Optimization showed a remarkable advantage and improvement opportunities in all metrics over the other WFM software including the proprietary technologies used by Delta Reservations and Sales. Using the data driven benchmarking approach, Delta Air Lines developed a road map for increased efficiency impacting both service levels and bottom-line. With CXone Workforce Optimization, Delta Air Lines drives innovation and breakthrough performance in customer contact center operations by scheduling and deploying its most expensive and complex resource—its agents.

NICE
Make experiences flow