



RED MOUNTAIN WEIGHT LOSS.

ABOUT

Red Mountain Weight Loss is one of the largest medical weight loss practices in the U.S., specializing in the most advanced, non-surgical methods available. Under the direction of highly trained clinical team, patients are provided expert care and support.

NICE SOLUTIONS

- [CXone](#)
- [CXone Workforce Management](#)
- [CXone Quality Management](#)

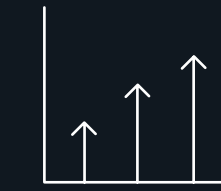


CHALLENGE

Red Mountain offers a variety of medical weight loss programs, covering medication and treatment alongside customized nutrition plans. Given the inherently sensitive nature of discussing weight loss and body image issues, the agents at Red Mountain’s contact center must address every customer’s situation with compassion and empathy. The company’s previous setup suffered from frequent outages and involved a manual QA process, making it tough for agents to meet that goal.

SOLUTION

Red Mountain switched to NICE CXone, and immediately freed up desk space for agents and improved team satisfaction. The company’s IT and marketing departments now enjoy a streamlined relationship with customer service, and QA scores increased 20%. Red Mountain plans to continue evolving and leverage AI functionality for the benefit of agents and customers alike.



BIG SUCCESS

200%

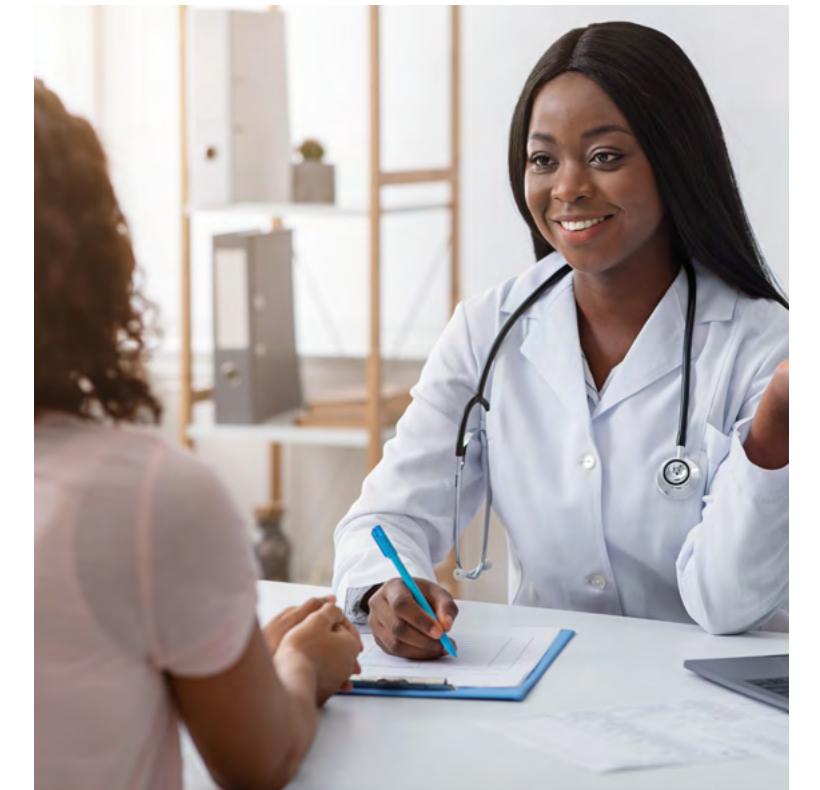
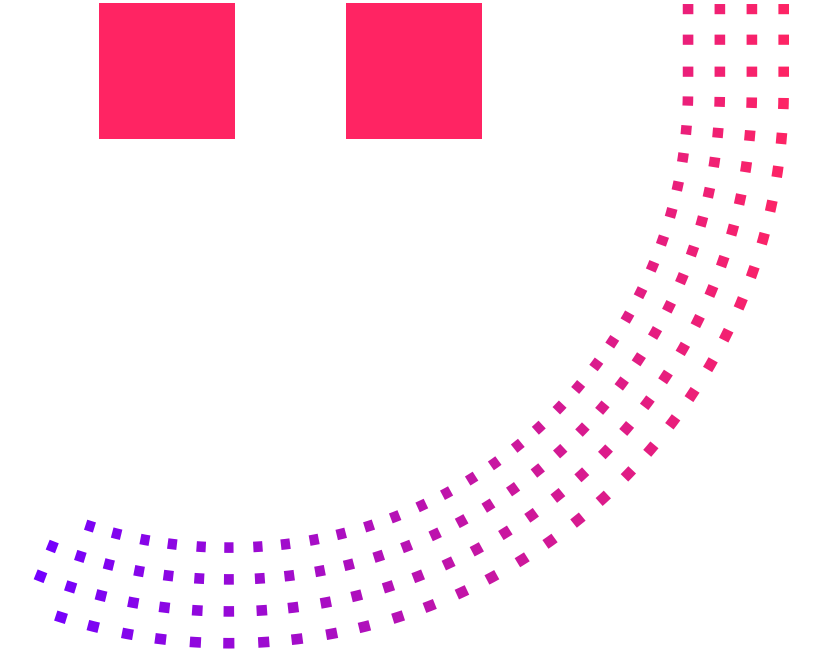
reduction in
downtime and
outages

90%

Increase in agent
satisfaction

20%

increase in
QA scores



“We frequently hear the customer service team say that they love having everything in one place, and that they don’t have to fumble around anymore to get what they need. **NICE hit it out of the park for us.**”

CHRIS BRDAR
CUSTOMER SERVICE CENTER DIRECTOR
RED MOUNTAIN