UCCU CENTER

ABOUT

Utah Community Credit Union is an organization rooted in the credit union philosophy of "people helping people" and built on traditional values of commitment to outstanding service, respect for others, and fiscal responsibility. As the face of the credit union, UCCU's service center operations are advancing company-wide digital transformation with AI-enabled technology and customer-centric service.

NICE SOLUTIONS

- Workforce Management
- CXone Quality Management

6 POINT
Gains in SLA scores

CHALLENGE

The Utah Community Credit Union looked to evolve its operational model and member offerings technologically. With 100 agents largely managed through manual scheduling and reporting functions, UCCU transformation had to start from within its service center. This was the de-factor epicenter of UCCU's growing range of digital touchpoints and manual scheduling functions, chronic incidents of over- and under-servicing, and increasingly frustrated agents could threaten to stall UCCU's transformative goals.

SOLUTION

With CXone WFM, UCCU saw immediate gains in efficiency and morale. With scheduling streamlined and automated, UCCU boosted its SLA scores in six months. Even with extended hours of operation, UCCU maintained its headcount and reduced its AHLDT by 25% and its AHT by 11%+. UCCU is replacing under-utilized drive-ups with contact center-managed ITMs, and exploring how NICE could deliver IVR capabilities to enhance fraud protection and introduce AI-enabled browsing and chatbots.
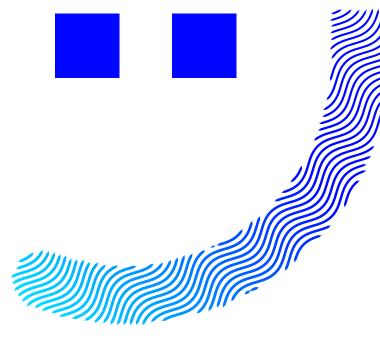
BIG INCREASES

25%
Reduction in AHLDT

11%
Decrease in AHT

+5 BOOST
to baseline SLA goal

"Our CXone WFM implementation was amazing—it was probably the best rollout I've ever been part of—and the way it has changed our workflow and created so many efficiencies is a game changer."

CAMI YOUNG
ASSISTANT VICE PRESIDENT
OF SERVICE CENTER OPERATIONS
UTAH COMMUNITY CREDIT UNION

INDUSTRY FINANCIAL SERVICES   **LOCATION** PROVO, UTAH   **SIZE** 100 AGENTS   **WWW.UCCU.COM**

NICE