When COVID-19 forced Vodafone's contact centre agents to work from home as well as 2,500 brick-and-mortar staff to adapt to online customer service, its teams needed to react quickly.

Previously, contact centre managers would have clear visibility of real-time metrics on desktop dashboards. Managers could quickly respond to any drops in performance and guide agents to solve the problem. But with everyone working in separate locations, support became a logistical challenge.

Vodafone and Nuance already had a strong partnership—the telco leader uses Live Assist and Call Steering across its contact centres. So when faced with a new challenge, Vodafone's team came to Nuance to explore what was possible.

“I now have clear visibility of queues and response times, and even have access to transactional NPS data. It’s allowed me to challenge our planning assumptions and deflection strategies—it’s made a world of difference.”

— Dave McQueen, Senior Partner Delivery Manager, Vodafone

**Convenient metrics for a remote team**

Vodafone had all the tools it needed to create an effective remote working setup for its agents, it just needed to use the tools in a different way. Nuance built a KPI dashboard for Vodafone's contact centre managers based on existing granular data the team was already capturing in Live Assist and Call Steering.

The dashboard offers real-time metrics including queue times, live NPS scores, and average agent handling time—just like the dashboards used in the contact centres. Managers can now see changes in metrics immediately and help agents respond.

**A fast solution with immediate results**

The dashboard was created in less than two weeks, and it had an immediate positive impact on average handle times and CSAT scores. The project was so successful, Vodafone's contact centre managers now use the dashboard as a permanent solution.
“The dashboard is excellent and everything I hoped for. So far, the two-hour rolling updates have been game changing for me.” says Dave McQueen, Senior Partner Delivery Manager, Vodafone. “I now have clear visibility of queues and response times, and even have access to transactional NPS data. It’s allowed me to challenge our planning assumptions and deflection strategies—it’s made a world of difference.”

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Reach out to cxexpertsemea@nuance.com or visit http://www.nuance.com/digital-engagement to learn how the Nuance Digital Engagement Solution can help your company deliver effective engagements.