

Vodafone embraces remote customer service with Nuance solutions



CHALLENGE: When COVID-19 forced Vodafone's live agents to work from home, its contact centre managers needed a convenient way to support agents, measure performance, and respond to metrics.

SOLUTION: Nuance created an intuitive dashboard from technologies Vodafone already had across its contact centres. The dashboard gathers granular data from Live Assist, and enables contact centre managers to see key metrics like agent handling times, CSAT scores, and customer queue durations in real-time.

RESULTS: Vodafone's contact centre managers can now respond quickly to any changes in service levels and advise agents on how to respond. The dashboard proved so useful during COVID-19 that Nuance helped Vodafone incorporate key elements from the solution into a new design for agents' desktops.

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.

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— 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.



Less than two weeks to
create an easy-to-use contact
centre dashboard

“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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