NICE · inContact

LANDAUER®

Customer Profile:
Radiation technology

Website:
http://www.landauer.com/

Location:
Glenwood, Illinois

Business Need:
Landauer wanted to take their customer service to the next level by:
• Utilizing omnichannel for phone, email, and chat
• Reducing response times
• Increasing agents' job satisfaction

NICE inContact Solutions:
• NICE inContact CXone Omnichannel Routing
• CXone Interactive Voice Response
• CXone Automatic Contact Distributor
• CXone Reporting

The Impact:
• 34% reduction in credits
• 73% reduction in order entry errors
• 92% quality performance score
• 93% Voice of the Customer score for email
• 96% Voice of the Customer score for phone

Landauer utilizes NICE inContact CXone to drive 100% integration across all media channels

About Landauer

With over 4.8 million account transactions annually, Landauer, is an industry leader in radiation technology. They provide radiation monitoring and analysis for veterinarians, dentists, nuclear laboratories, universities, and national laboratories. Landauer operates in eight global markets and employs 650 people with service labs in Chicago, Tokyo, Paris, Brazil, Mexico City, Istanbul, Sydney, and Beijing.

The Challenge

Angie Luckey-Succes, Director of Client Experience at Landauer, manages 42 employees on eight functional teams that handle everything from outbound telesales to price quotes and account renewals. Her contact center juggled multiple software tools which contributed to poor response times, high order entry errors, and agent and client frustration. It also caused poor response times to inquiries and orders, and frustration among agents because workloads weren't fairly distributed.

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The Solution

NICE inContact integration improves the customer experience

Angie was tasked with finding a better solution. She selected NICE inContact, and the transformation has been phenomenal. "I'm really excited that we now offer omnichannel for our customers including phone, email, and chat. We're maximizing our competitive advantage with NICE inContact."

The integration between the CXone Interactive Voice Response(IVR), CXone Automatic Contact Distributor (ACD), and CXone Omnichannel Routing has positively influenced business outcomes including improving the customer experience. "We're now scanning our written correspondence items directly into NICE inContact and routing them to agents as interactions," says Angie. "More importantly, we can now tell customers that we've received their item and when it's complete. That process used to take around 10-14 days and now it takes less than a day. To have completion rates of eight hours or less – that's phenomenal. We're really taking customer service to the next level with NICE inContact."

Lower attrition and improved agent workload balance

Agent attrition has also decreased with NICE inContact. Much of that improvement is due to integrating the ACD and IVR so agents have a more balanced workload. "Our agents have really benefited from NICE inContact, because with our old system we didn't have an equal workload distribution," explains Angie. "Now we can distribute work based on agents' functional skills and schedules. There's no more frustration among agents about whether they're doing too much work or others aren't doing enough. It's enhanced our teamwork, because they're now raising their hands to help others. It's elevated the bar for our team."

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Angie Luckey-Succes, Director of Client Experience at Landauer

New visibility into important metrics

Manual reporting was a tedious task with Landauer's old system. With CXone Reporting, Angie now has visibility into important metrics such as total inquiries received and completed, completion percentage, response time, and detailed results for each agent. Real-time dashboards show pending items in omnichannel queues such as chats, emails, faxes, and packing lists. "Our Voice of the Customer scores for email are now 93% and for phone it's 96%," says Angie. "We've reduced order entry errors by 73%, and our paperless conversion rate is 30%. This is the first time we've had visibility into these types of important metrics so we can measure our service level performance."

"I'm really excited to celebrate how much we achieved with NICE inContact," enthuses Angie. "We receive over 114,000 emails annually. We've reduced our email response time from seven to 10 days to one to two days. Our quality performance results have risen to 92%. We now have a 100% completion rate for emails, postal mail, and packing lists – previously, we struggled with lost items, but that's not an issue with NICE inContact.

NICE inContact's technology and people "make the difference"

Angie sums up her experience with NICE inContact as a great experience. "When I think about the top two things that I value about NICE inContact it comes down to its technology and people. Their technology is flexible and adaptable. It's always evolving, and it's very innovative. I've never worked with a solution like NICE inContact that can support omnichannel and do more than just handle a phone call or email."

"NICE inContact's people are also fantastic. Our implementation manager always works to find an innovative solution to help us integrate or implement something unique for our platform. They have a great willingness and desire to help and support their customers. You just can't beat the powerful combination of NICE inContact's technology and people – they both really make the difference."

About NICE inContact

NICE inContact makes it easy and affordable for organizations around the globe to create stand-out customer experiences while meeting key business metrics. NICE inContact provides the world's No. 1 cloud customer experience platform, NICE inContact CXone™, built on an open cloud foundation that is flexible, scalable and reliable for enterprise, small business, government and business process outsourcers. NICE inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.

For more information, visit: www.NICEinContact.com

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