



Customer Profile

The Michigan Department of State Information Center provides Michigan citizens and internal branch offices with information and services related to motor vehicle registration, titles and licensing.

Website

www.michigan.gov/sos

NICE inContact Solutions

- CXone Omnichannel Routing
- CXone Reporting
- CXone Workforce Management

Results Achieved

- Reduced agent training time to less than an hour
- Boosted agent engagement
- Eliminated system maintenance and server upgrade expenses
- Achieved FedRAMP compliance
- Increased first call resolution by 8%
- Decreased abandon rate by 19%
- Reduced call wait times
- Increased agent productivity

On NICE inContact

"CXone dramatically changed how we train our agents. New agents can take calls within an hour, which was impossible in our old environment."

Michael Henrici
Departmental Analyst
Michigan Department of State Information Center

State of Michigan Department of State Information Center Fast-tracks Agent Training and Boosts Engagement with CXone

About the Department of State Information Center

The Michigan Department of State Information Center provides Michigan citizens and internal branch offices with information and services related to motor vehicle registration, titles and licensing. Its 70 agents handle about 10,000 inbound calls per day.

The Challenge

Before CXone, the Information Center used disparate solutions that were increasingly problematic. "We used Siebel for our CRM, but it needed an expensive upgrade," says Michael Henrici, Departmental Analyst. "In addition, our Genesys platform wasn't compatible with our Cisco phone system."

In addition to these challenges, the Information Center was hamstrung by unreliable data. "We received information from different systems, and the numbers didn't match," says Michael. "We couldn't trust the data."

Furthermore, these disparate systems were difficult for agents to master. "Our old environment was very complex," says Michael. "Agents needed a lot of training to understand it and perform well."

The inability of agents to see how they supported broader organizational goals also hampered progress. "With the Siebel system, agents had no insight into their performance," says Michael. "It was pretty unmotivating."

The contact center was also challenged by its inability to make system changes. "We couldn't modify the IVR ourselves," says Michael. "We had to submit a change request to IT and wait."

The Solution

Given these challenges, Michael started looking for a new contact center solution. The only one that impressed him was NICE inContact CXone. "I quickly gravitated to CXone," says Michael. "It was the only solution that satisfied our requirements."

Michael favored NICE inContact despite internal pressure to select a different solution. "Our IT support group advocated for Salesforce," says Michael. "We looked at it, but weren't convinced, especially given what we were hearing from other departments that were using Salesforce."

CXone was also FedRAMP compliant – a critical requirement for the Information Center. Michael explains: “As a government agency, we must comply with FedRAMP regulations, which require us to implement a standardized approach to cloud security. CXone was the only solution on the market, at that time, which complied with FedRAMP.”

In addition, Michael needed a solution that could be implemented quickly and integrated with other third-party systems over time. “Our timeline was short,” says Michael. “We needed a solution we could implement quickly and then build on.”

“With CXone, our agents can see exactly how they’re performing and contributing to our department’s larger goals. As a result, they’re much more engaged.”

Michael Henrici, Departmental Analyst, Michigan Department of State Information Center

Opportunities Identified

Fast Implementation with Improved Agent Training

As it turned out, Michael and his team implemented CXone in just four months. “We opted to implement quickly and then add a lot of the bells and whistles down the road,” says Michael. “CXone’s flexibility met our short-term deadlines and allows us to expand its functionality over time.”

The short implementation timeline was also possible because agents were trained in a replica of the new CXone environment. “We set up a CXone ‘sandbox’ for testing and training so the agents could learn how to use it before they started taking calls,” says Michael. “It was a very important tool for training.”

In fact, new agents are productive much more quickly than with the Information Center’s old systems. “After new agents complete our training, they’re ready to start taking calls within an hour,” says Michael. “They are productive so much faster with CXone, because it’s intuitive and easier to learn than our old system.”

The training was so successful that the NICE inContact training experts were impressed. “They came expecting to answer lots of questions from our team,” says Michael. “But we’d already worked most of it out thanks to our training and the intuitive interface.”

The ability to compress and improve agent training continues today. “One of the biggest improvements CXone gave us is the

ability to record calls,” says Michael. “We can listen to calls, identify problems and modify our training as needed. It’s dramatically changed how we train our agents.”

Agents Motivated by Real-Time Performance Data

Today, agents are motivated by viewing their performance via real-time dashboards. “Our agents can see how much time they’re spending on calls and after-call work,” says Michael. “They feel personally connected to our team’s larger objectives.”

This visibility also contributes to improved performance. “Agents are motivated to exceed our expectations,” says Michael. “They’re very self-motivated, which is wonderful.”

Having accurate information is also beneficial to managers. “They’re confident that information they’re getting from CXone is trustworthy. They can now make decisions with confidence,” says Michael.

Data accuracy is further enhanced by call tagging, which aggregates calls into categories such as vehicle licensing or registration. Tagging is important for reporting purposes. “Many of our citizens call about more than one issue. In our previous environment, we were limited to one tag per call, which made our reporting inaccurate,” says Michael. “With CXone, we can apply multiple tags to a call, giving us greater data precision.”

Systems Changes Made Quickly and Easily

In addition, Michael can make changes himself, on the fly, without waiting for IT.

“We no longer need to submit a change request and wait until the following day for an IVR update or other modifications,” says Michael. “I just type out the message, it converts to voice and I upload it to the IVR script. CXone makes it that simple and fast.”

Today, Michael is relieved to avoid expensive system upgrades while achieving FedRAMP compliance. He also appreciates that new agents need far less training to become productive and that employee engagement is higher with CXone.

Most of all, Michael is impressed with how quickly CXone was implemented. “The biggest advantage of CXone is that you can take it off the shelf, implement it quickly and then integrate it with other systems over time,” says Michael. “It’s why I’ve recommended it to my colleagues ever since I first saw it.”

About NICE inContact

NICE inContact works with organizations of all sizes to create extraordinary and trustworthy customer experiences that build deeper brand loyalty and relationships that last. With NICE inContact CXone™, the industry’s most complete cloud customer experience platform, we enable an exceptional agent and customer experience—every time and on every channel.

For more information, visit: www.NICEinContact.com