



Customer Profile:

Omega World Travel is one of the largest travel management companies in the U.S.

Website:

www.omegaworldtravel.com

NICE inContact Solutions:

- CXone Omnichannel Routing
- CXone APIs
- CXone Personal Connection

Results Achieved:

- Reduced average handle time by three minutes
- Achieved stable platform
- Gained real-time SLA reporting on voice, email and chat
- Resolved customer service issues in minutes rather than days
- Improved quality management effectiveness and reporting
- Empowered supervisors to take immediate corrective actions by broadcasting real-time SLA data every 15 minutes using Amazon Alexa

On NICE inContact

"I wanted an all-inclusive contact center solution that I could bend, twist and shape to meet my needs. We evaluated other providers, but CXone was the only solution that satisfied our requirements."

Nadim Hajje
Vice President of Information Technology
and Data Analytics

'Alexa, How Are My SLAs?'

Omega World Travel Uses Innovation and CXone to Deliver Outstanding Service

About Omega World Travel

Omega World Travel is one of the largest business travel management companies in the U.S., with more than \$1.5 billion in sales. Its 200 virtual and onsite agents handle travel-related requests from corporations and government agencies.

The contact center team is nearly evenly split between onsite agents, who work at one of the company's 10 contact centers, and virtual agents, who work from home. Together they support 19 different languages across three different channels: inbound and outbound for voice; inbound for both email and chat.

The agents make new reservations or modify existing ones, generate quotes and exchange tickets for customers. Interaction volumes often increase when inclement weather or other disruptions impact travel.

The Challenge

Before CXone, Omega World Travel used a third-party hosted cloud solution with a variety of shortcomings.

"It was a cloud solution but not native cloud-based," explains Nadim Hajje, Vice President of Information Technology and Data Analytics. "It had numerous issues that included not being entirely integrated. We also experienced weekly outages, long turnaround for service requests and no omnichannel support."

The old system also was unable to provide connection flexibility to Omega World Travel's remote agents. "Our home-based agents had to use a physical phone to access the system, which meant they couldn't use a cell phone or a browser," Nadim says.

"Reporting was also in complete disarray: We couldn't get real-time, accurate measurements for our SLAs. Our contract was coming up for renewal, so we started evaluating other solutions."

The Solution

Only CXone Satisfied Omega World Travel's Requirements

After assessing other providers, Omega World Travel selected NICE inContact CXone. "I wanted an all-inclusive contact center solution that I could bend, twist and shape however I wanted to meet my needs," says Nadim. "Only CXone satisfied our stringent requirements."

"CXone was the only true cloud-native solution that also offered omnichannel functionality and flexible scalability," he explains. "If we bring on a large corporate client, we need to scale rapidly in order to accommodate them. NICE inContact was the only provider that could do that."

"We also wanted voice, email and chat on a unified platform, and there aren't many providers who offer that functionality. CXone was, again, the only solution that fit our requirements."

With almost half of its 200 agents working from home, Omega World Travel relies on CXone's ability to accommodate agents wherever they live. "As long as they have an internet connection and browser, they can log in to CXone and serve our customers. We want to hire the best agents, and we don't want where they live to be a limitation for employing them."

"It also helps with business continuity and disaster recovery," Nadim says. "If there's a major weather event that impacts our agents getting to the office, they can still work from home."

"The beauty of CXone is that it gives visibility into our key metrics so we can react right away."

Nadim Hajje, Vice President of Information Technology and Data Analytics

Limitations of a Non-Native Cloud Solution

The distinction between native and non-native cloud solutions was critical for Omega World Travel—and one that contact center leaders might overlook when evaluating potential solutions.

"One of the issues with our previous non-native cloud system is that we had to work with our third-party reseller to make simple system changes, such as adding new users. It really impeded our ability to run our business," Nadim says.

To accommodate changing client needs quickly, Nadim needed to be able to make system changes himself, in real-time, rather than relying on a vendor for changes—a process that might take days or weeks. "I don't want technology to be a hindrance to our company," he says. "With CXone, my team can provision a new

agent within five minutes. It's very easy to use, which is another benefit that makes CXone so appealing."

"Alexa, How Are My SLAs?"

With CXone, Nadim has developed some inventive technology solutions for providing full transparency into key metrics, both internally and to customers.

"Our customers were demanding service level agreements (SLAs)," he explains. "We needed a platform like CXone that could dynamically provide real-time reporting on those metrics. I wanted both our customers and internal constituents to have easy access to that data."

Nadim developed Omegalytics, a custom-built analytics platform that consolidates Omega's internal data sources for reporting. He used CXone APIs to pull in important contact center data such as SLA metrics.

One of the creative applications Nadim developed is using Amazon Alexa to broadcast the SLA information to Omega World Travel managers. "We use Alexa to broadcast SLA data every 15 minutes to our supervisors and branch managers who aren't meeting their SLAs so they can mitigate issues quickly," he says. "In fact, overall handle time has fallen by three minutes, because our managers now have immediate access to the data they need to escalate specific queues."

"We also offer the Alexa functionality to our customers. They love the transparency because they have almost immediate visibility into their SLAs. It's an excellent service differentiator for us."

"CXone has made a significant impact on our business"

Nadim emphasizes CXone's benefits: "We now have a stable platform and real-time SLA reporting for voice, email and chat. We're also resolving customers' issues in minutes rather than days, and we're no longer waiting on a vendor to make system updates. We handle them ourselves."

"I encourage contact center leaders to understand the differences between native and non-native cloud solutions," he continues. "You want to select a native-cloud platform like CXone in order to realize the benefits we've achieved. CXone has made a significant impact on our business."

About NICE inContact

NICE inContact is the cloud contact center software leader, empowering organizations to provide exceptional customer experiences with the world's #1 cloud customer experience platform, NICE inContact CXone™. CXone combines best-in-class Omnichannel Routing, Workforce Optimization, Analytics, Automation and Artificial Intelligence on an Open Cloud Foundation to help companies act smarter and respond faster to consumer expectations. NICE inContact, a NICE company, is recognized as a market leader by the leading industry analyst firms, and serves customers in more than 150 countries, including over 85 of the Fortune 100 companies.

For more information, visit: www.NICEinContact.com