

Customer Profile

Dover Food Retail manufactures commercial refrigeration systems and equipment.

Website

<https://www.dovercorporation.com/>

NICE CXone Solutions

- CXone Omnichannel Routing
- CXone Workforce Management
- CXone Quality Management
- CXone Performance Management
- CXone Voice and Screen Recording
- CXone Agent for Salesforce®

Results Achieved

- Reduced abandonment by 70%
- Centralized all contact center locations on the same platform
- Increased customer satisfaction
- Boosted call quality
- Increased visibility into critical metrics

On NICE CXone

“By measuring critical metrics with CXone Performance Management, we’ve reduced abandonment by 70%.”

Polly Wolstenholme
Manager of Customer Experience and Quality Assurance
Dover Food Retail

Dover Food Retail expands internationally and centralizes all contact center locations on CXone

About Dover Food Retail

When retailers need refrigeration units or display cases to store and preserve food, they turn to Dover Food Retail, one of the leading international manufacturers of retail and industrial refrigeration equipment.

Dover Food Retail's 64 agents handle up to 3,600 calls monthly and are located across the U.S. and in the Philippines. They help customers place orders for parts and answer questions about equipment.

The Challenge

Three years ago, Dover Food Retail decided to expand its operations overseas. However, there was an obstacle in the way: All of its contact center offices used different contact center systems from various vendors.

“Our California office used Tasks, Iowa used Avaya, while Georgia and Richmond, VA, had other systems. Since we didn’t have a centralized contact center solution, we were limited our ability to expand internationally,” says Polly Wolstenholme, Manager of Customer Experience and Quality Assurance.

Dover Food Retail lacked reporting, which meant it didn’t have insight into call volumes, agent adherence or other critical metrics. The company also didn’t have centralized workforce management and quality management solutions for scheduling, forecasting, assessing call quality and important metrics such as adherence.

Without a workforce management solution, for example, the customer experience suffered. “Agents just didn’t pick up the phone,” says Polly. “Calls were transferred and the customer wasn’t helped.”

Bringing all the locations together on one platform would also consolidate costs, which was important.

It was time to start the search for a centralized contact center platform. “Since we were expanding overseas, we knew we needed to get everybody on one system,” says Polly.

The Solution

Because Dover Food Retail wanted all locations to use the same solution, a cloud contact center platform was its first choice.

Polly evaluated three cloud contact center vendors and selected NICE CXone for its functionality and service. “I wanted a solution that offered hands-on training and NICE CXone had more learning education options than the other solutions we evaluated,” she says.

“The sales team’s involvement was also outstanding,” Polly continues. “All my questions were answered immediately, which made it much easier to pick the right vendor.”

"We knew CXone could easily support our contact center locations, which was critical. It also had the ability to give our customers the same experience, regardless of which location they called."

Opportunities Identified

CXone Workforce Management increases adherence

With CXone Workforce Management, Dover Food Retail creates schedules so agents know when they are expected to take calls. Polly and her team can also forecast call volumes and plan appropriately including making adjustments on the fly in case an agent is on vacation or has a last-minute appointment.

CXone Workforce Management also boosted adherence. "Since agents weren't following their schedules, we had a backlog of tickets to process. Now we have the data to understand if agents really are sticking to their schedules or if it's a different root cause. We're able to pinpoint their performance and their adherence."

Abandonment Reduced by 70%

CXone Performance Management also plays an important role in boosting visibility into key metrics. "We create reports that document the agent's performance on KPIs so site managers can discuss areas where they're doing well or need improvement."

"These types of reports are extremely helpful, because we have real-time visibility into what's happening across every contact center location." In fact, by measuring these critical metrics, Dover Food Retail can now verify that abandonment rates fell by 70%.

Improved Call Quality Across All Locations

Dover Food Retail can ensure high-quality calls and continuity across all its locations with CXone Quality Management. "We can listen to calls and provide feedback to ensure our agents are providing a high level of service."

With the help of Quality Management, Dover Food Retail can now monitor interactions to ensure all agents are greeting customers and wrapping up calls appropriately. "We've instituted new standards and measured them through Quality Management," says Polly. "It helps ensure our agents are more professional and succinct."

Polly also created scorecards so the agents can monitor their own performance. "They can pull up customers' reviews, listen to their calls and even challenge their quality scores if they wish. Their scores are directly tied to compensation, so they're very motivated to look at their metrics regularly."

Quality Management has positively impacted how the agents communicate with customers. "Our customers tell us the agents are polite and thorough. It's great validation that what we're doing works."

"CXone is a great asset. It really helps us understand what's going on with our business."

Polly Wolstenholme, Manager of Customer Experience and Quality Assurance, Dover Food Retail

Polly's team's success has been noticed by other divisions at Dover Food Retail. "Other teams are thinking about adopting CXone. They realize that we have so much more visibility into key metrics and they want that functionality too."

Polly believes that Dover Food Retail has realized a positive return on its investment in CXone—especially in customer loyalty. Customers now give us compliments like, "You're pleasant to do business with."

Polly also values NICE CXone's customer support. "Anytime I have a question, day or night, they get back to me. And from a training perspective, I know I can get whatever instruction we need."

"CXone is a big asset," concludes Polly. "It really helps us understand what's going on with our business."

About NICE CXone

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

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