



Region

EMEA



Solutions

Verint® Workforce
Management™
Professional for Salesforce



Industry

Green Energy

Results

- Administrative time reduced by 67%.
- Improved adherence by 10%.
- Reduced after-call work by 29%.

Opportunity

Ecotricity was founded in 1995 as the world's first green energy company. It is also, one of the greenest energy companies in Britain, supplying 100 percent green electricity and frack-free gas to over 200,000 customers. Ecotricity operates a unique model. It uses its customers' energy bills to fund the building of new sources of green energy. The company refers to this as turning "bills to mills" — transforming energy bills into windmills.

In the beginning, Ecotricity relied on spreadsheets for forecasting and scheduling. A lot of time was spent analyzing and fixing problems, and the organization could not track the actual performance of its contact center. Realizing the spreadsheets had reached their limits, Ecotricity sought a solution that would help it better serve customers and automate forecasting and scheduling.

Solution

Ecotricity required workforce management software that could meet its current and future needs. Spreadsheets weren't meeting its needs, so when looking into vendors for workforce management, the company wanted a solution that would incorporate superior technologies and services to exceed its expectations.

Ecotricity looked for a cloud solution that could easily integrate with different systems, especially Salesforce, which it had recently implemented. Ecotricity wanted a system that would allow it to track performance as well as provide actionable insights for significant improvements. Further, a simplified framework that would put together these services in an easy-to-use method was important for a faster and smoother integration.

Verint® Workforce Management Professional™ for Salesforce stood out due to its tight and unique integration with Salesforce and its flexibility in the cloud. It would allow Ecotricity to truly understand handle time and volume in Salesforce. The ease of use of the solution was also extremely important, as not everyone on the Ecotricity team had experience with workforce management software. Finally, Ecotricity was able to use the data collected to see where problems were occurring in its contact center and make the appropriate changes, providing training or other tools needed to optimize its workforce.

We needed workforce management software that would fit both our current objectives and some important developments ahead. Verint Workforce Management Professional for Salesforce has helped us better manage these processes, delivering better than predicted results. We can now focus more time on offering better service to our customers, rather than spending time managing our schedule.

– Nick Benzie, Resource Planning & Reporting Manager, Ecotricity



Benefits

After Ecotricity selected Verint Workforce Management Professional for Salesforce as its workforce management vendor of choice, it saw benefits in the following areas:

- Reduced administrative time to develop schedules from two to three hours per week to only one hour.
 - Automatic approval of 85 percent of holiday requests.
 - Greater amount of administrative time spent on proactive work.
 - Increased adherence by 10 percent since implementation, equivalent to 20 minutes per person per day.
 - Reduction in wrap-up time (the time spent by an agent doing after-call work) from 3 ½ minutes to 2 ½ minutes.
 - Better management of call volume peaks.
 - Reduction in agent idle time equivalent to two FTEs, because of more effective scheduling and management of peaks.
 - Clearer understanding of individual performance from an analysis of various fields in employees interactions.
 - Faster access to learning and coaching tailored to employee needs.
 - Integration of a process for managing performance across multiple areas of the business.
- Greater knowledge of which areas directly affect the customer experience.
 - Incorporation of gamification to help stimulate and motivate staff.
 - Use of a system that allows more flexibility for work, such as hours, shift swaps, and support for a work-at-home model.
 - Enhanced ability to track, manage, and enhance employee performance.
 - Use of a continuous loop, data-driven process, to set and communicate goals across the organization.
 - Regular measurement of performance against data to make corrections as needed based on actionable insights.

Part of Verint Customer Engagement Cloud Platform

Verint Workforce Management Professional is part of a patent-protected portfolio of cloud solutions for building enduring customer relationships. With a full set of solutions for digital-first engagement, Verint helps the world's most iconic brands efficiently connect work, data, and experiences to consistently deliver differentiated experiences at scale.



Learn more about
Verint Customer Engagement Solutions at
www.verint.com/engagement

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