

## Case Study

# HireRight

### CUSTOMER PROFILE

HireRight provides pre-employment screening services, including background and identity checks and drug and health screening.

### WEBSITE

<https://www.hireright.com>

### NICE CXONE SOLUTIONS

- CXone Omnichannel Routing
- CXone Chat
- CXone Email
- CXone Workforce Management
- Performance Management for CXone
- CXone Agent for Salesforce®
- My Agent eXperience—MAX
- CXone Feedback Management

### RESULTS ACHIEVED

- 141% increase in the number of scorecards completed
- 80% growth in employee engagement
- 50% reduction in the number of clicks required to close a case
- 36% increase in employee satisfaction regarding how their performance is measured
- 20% improvement in operational effectiveness, as rated by employees
- 20% improvement in employees' satisfaction with leadership
- 19% reduction in handle time
- 15% increase in overall employee satisfaction
- 6% reduction in employee attrition
- Saved 1,040 hours annually on creating business reports
- Reduced handle time

### ON THE NICE SOLUTION

“A contact center is an intense world. Anything we can do to increase employee satisfaction is worthwhile. Our employees are excited about the changes they’ve seen with CXone.”

Todd Baxter  
Chief Services Officer, HireRight

# HIRE RIGHT

## HireRight Increases Agent Engagement by 80% with CXone

### THE CHALLENGE

HireRight used a legacy on-premises Avaya contact center system with multiple disparate solutions which resulted in manual, inefficient processes.

The impact of non-integrated solutions also influenced agents' job satisfaction. HireRight's disparate workforce management system wasn't stable which created inconsistent forecasts and schedules. With little insight into contact volumes and a very manual quality program, agent engagement was only 10%.

Our quality process needed improvement,” says Janie Dellinger, Global Quality Supervisor at HireRight. “We manually assessed interaction quality using a spreadsheet, which made it difficult to track trends and calculate business analytics. As a result, we often missed the agents who struggled and needed coaching and couldn't recognize those who were doing well.”

Reporting was also inefficient and time-consuming. Janie explains: “We spent hours pulling reporting data, and it was hard to connect the dots to understand our performance.”

# Case Study

## THE SOLUTION

HireRight began the search for a cloud contact center platform and chose CXone. “Our objective with CXone was to increase efficiency, drive customer satisfaction and have a clear line of sight into agent performance,” says Todd Baxter, Chief Services Officer at HireRight.

“A lot of the vendors we spoke with didn’t have the functionality we wanted and adding it just increased the complexity and price,” says Todd. “NICE CXone was the complete package—it had everything we wanted.”

## OPPORTUNITIES IDENTIFIED

### Employee engagement increases by 80%

CXone Quality Management is part of the CXone platform so there’s no more struggling with a disparate quality solution. This has had a huge impact on the number of quality assessments completed. “With CXone Quality Management, we increased the number of scorecard assessments completed by 141%,” says Janie. “It significantly improved interaction quality because we have more visibility into the agents’ performance.”

She continues: “In our first employee survey after implementing CXone, we noted improvements in almost every area of agents’ overall satisfaction. Job satisfaction improved by 15% and agent engagement jumped 80%!”

HireRight also increased coaching to twice a month for every agent. By giving employees the ability to view their performance metrics, agents’ satisfaction with how their performance is measured grew 36%. Other areas of growth include a 20% improvement in operational effectiveness and a 20% improvement in satisfaction with leadership. Attrition also fell 6%.

HireRight is also using CXone Performance Management to boost motivation and performance with gamification. “It’s absolutely driven further engagement,” says Janie. We run contests

which allow the agents to improve their metrics and receive a reward if they hit specific goals.”

“CXone Performance Management also gives the agents real time data and statistics so they can course-correct right away. And it’s helped improve employee engagement,” says Janie.

“With CXone, we now have a complete picture of how we’re doing,” echoes Todd. “We know if we’re compliant and if the agents’ tone and level of professionalism are meeting our standards.”

**“With CXone, we’ve seen improvements in almost every area of agents’ satisfaction. Overall job satisfaction improved by 15% and agent engagement jumped 80%!”**

*Janie Dellinger, Global Quality Supervisor HireRight*

### 1,040 hours saved annually with CXone Reporting

The improvements continue with CXone Reporting; managers can now get accurate, real-time data. “Real-time reporting is a huge asset for our supervisors,” says Janie. “They can see how the agents are progressing and compare that to how they were doing days, weeks or months ago.”

The time spent pulling data and assembling reports fell dramatically. “Since we no longer have disparate systems to pull data from, the time spent creating reports fell by three to four hours each day. That’s 1,040 hours saved annually!” enthuses Janie.

### Handle time falls with Salesforce integration

Before CXone, HireRight’s Salesforce CRM and Avaya systems weren’t integrated, which meant agents had to log into both systems to access customer information. As a result, calls took longer than necessary and negatively impacted productivity.

Using the prebuilt CXone Agent for Salesforce, CXone and Salesforce were quickly integrated which made an immediate impact on efficiency. “They no longer login into two systems, and all the Salesforce customer information they need automatically appears on their screen,” says Janie.

As a result, the number of clicks needed to close a case fell 50% due to the integration and improved ease-of-use. “Multiply that 50% reduction by five million interactions per year and that’s a lot of time,” enthuses Janie. “The system is no longer a hindrance to our workflow, so agents can close out cases more quickly.” The reduction in clicks also slashed handle time by 19% in just two months. “It blew away our expectations.”

With CXone, HireRight now has a scalable, global platform with greater efficiencies and deeper insights that are driving higher agent engagement and customer satisfaction.

All of this means better service for customers. “With CXone’s unified platform, our agents now have accurate and complete information at their fingertips to gauge their performance and answer customers’ questions,” says Todd.

Consequently, Todd doesn’t hesitate to recommend CXone. “We are truly amazed at what CXone has done for us, and we’re excited about the future,” he says.

## About NICE

With NICE (Nasdaq: NICE), it’s never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world’s #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center – and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform – and elevate – every customer interaction.

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