Assuring the Remote Employee Experience

How ResolveAX's Real-Time Voice Quality & Connectivity Monitoring Provides Support to National Australia Bank's Remote Agents

National Australia Bank (NAB), is Australia's largest business bank. Currently, NAB has more than 32,000 colleagues who service over 8 million customers at their more than 700 locations across Australia, New Zealand, and around the world. As an organization, NAB's focus is on serving its customers and helping its communities prosper. NAB's ambition to be a safe, easy, relationship-led institution is demonstrated in its long-term plans of investing in its 'twin peaks,' their colleagues and customers.

Company: National Australia Bank (NAB)

Industry: Finance/Banking

Location: Headquartered in Melbourne, Australia

Company Size: More than 32,000 colleagues

Challenges:

- Increased time spent on troubleshooting and root-cause analysis
- Longer than average wait times for technical issues to be resolved
- CX-related issues among agents and customers becoming exacerbated due to at-home technical difficulties

Solutions:

- Cyara ResolveAx: Real-time monitoring, diagnoses, and resolution of technical, connectivity, voice quality and environment issues

"The primary purpose of ResolveAX is for us to be able to be more proactive and for agents to be able to start resolving issues by themselves."

—Caroline Trang,
NAB's Tech Product Manager

COVID:
The Catalyst for Change

When the COVID-19 pandemic required businesses to pivot from working on-premises to remote and work-from-home setups, companies had to be agile. At NAB, leaders diligently worked to transition their 4,000 agents across 43 contact centres to their at-home environments.

Once remote work was firmly underway, contact centre agents had to adjust to new challenges in this workspace. Their setups were no longer the corporate standard they came to expect from the bricks-and-mortar call centres and they were competing for bandwidth on their home internet as partners, children, or roommates also worked and played remotely. These particular challenges are not limited to any one organization, but NAB wanted to be proactive in finding a solution to voice and connectivity issues before customers noticed a negative impact on their experience with NAB.

"We realised there were many different considerations when working from home compared to working onsite," Caroline Trang, NAB's Tech Product Manager said, "When IT works with remote agents, the visibility into the home network is quite different than on-prem."

When agents worked on-site, it was easier to monitor and resolve voice quality issues as agents were using standardised technology. NAB would know exactly what location the agent was working in, the network agents were on, and what technology they were using at the time a problem occurred.

Now in a remote environment, NAB's agents would troubleshoot voice and connectivity issues on their own or engage with the Technical Support team and describe exactly what was happening in their home environments. To manage this transition and make it feel less laborious, NAB required a solution to provide real-time voice quality and connectivity monitoring that would enable technical teams to efficiently manage issues for at-home and remote Amazon Connect contact centre agents.

BENEFITS ACHIEVED

4 hours of troubleshooting & RCA saved per at-home agent issues

½ DAY

Increased agent uptime by addressing at-home agent tickets in minutes

87%

Reduction of daily at-home agent-related IT issues

ResolveAX Relieves Troubleshooting Burdens

Having successfully used other Cyara solutions for functional, regression and load testing, as well as CX monitoring, NAB felt comfortable implementing Cyara ResolveAX's application. ResolveAX is a lightweight, secure, and privacy-compliant Software-as-a-Service (SaaS) solution that runs in the background of NAB's Amazon Connect workstations, passively monitoring calls and providing real-time data on things like voice quality, internet and network stability, reliability and hardware configuration.

Once Cyara presented ResolveAX to NAB, the two companies worked together in partnership as ResolveAX was developed. NAB participated in the beta program and provided valuable input that was ultimately built into ResolveAX.

CYARA

So what did life look like for the technical team before they found this solution? Trang said they were able to investigate, troubleshoot, and resolve incidents, but it would take longer and require more effort on the agents' end to help the technical team understand individual home network setups.

After implementing ResolveAX, Trang created a Knowledge Base Article for ServiceNAB's repository where business users can review how to use ResolveAX if an agent comes to them with an issue. The Knowledge Base Article details exactly what the screen should show, common issues amongst agents, and steps for remediation.

"The primary purpose of ResolveAX is for us to be able to be more proactive and for agents to be able to start resolving issues by themselves," Trang said.

Furthermore, Trang has seen how having a solution that automatically captures live call data for voice quality and connectivity has enabled agents to move out of a 'technical' headspace since all of the collected data is directly sent to NAB's technical teams. This reduced the impact on their support teams by significantly improving mean-time-to-repair.

By accessing ResolveAX, technical teams can identify connectivity issues in as little as five minutes now that they have more visibility of what at-home agents are seeing and doing. When ResolveAX is used, agents can start their day with a simple Health Check to ensure their setups are optimal. By doing this simple step before taking their first calls, agents can assure a smooth customer experience. One great aspect of the health checks is that agents can run them at any time they feel it necessary and have peace of mind that their calls won't be interrupted.

Additionally, when issues do occur, ResolveAX takes away some of the guesswork in identifying issues because the health checks give technical teams a robust look into agents' environments.

ResolveAX has detected issues such as whether at-home agents were utilising supported headsets and microphones; data about at-home agents' internet browser, CPU & Memory, ISP and any environmental interferences; and if there is any agent behaviour causing voice quality and connectivity issues.

These changes give back invaluable time agents would have spent diagnosing an issue and, most importantly, allows agents to spend that time with their customers. To date, NAB's technical teams have saved up to four hours per incident by streamlining troubleshooting and root-cause analysis with ResolveAX. By tracking issues proactively and providing agents with the tools and resources they need to solve issues themselves, NAB can better realise its goal of creating an effective, hybrid work model that supports the needs of both employees and customers.