Mongodb creates efficiency through centralized and automated scheduling

MongoDB empowers innovators to create, transform, and disrupt industries by unleashing the power of software and data. MongoDB has tens of thousands of customers in more than 100 countries. The MongoDB database platform has been downloaded hundreds of millions of times since 2007, and there have been millions of builders trained through MongoDB University courses.
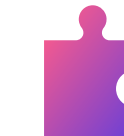
Challenges

- Unable to scale shift scheduling work using simple spreadsheets and manual effort alone
- Challenging to account for scheduling complexities
- Difficult to manage operations with varying manual processes across global teams
- Lack of visibility into total availability across global team

Solution

- Playvox by NiCE Workforce Management, centralizing accurate schedules and leveraging a single process that accounts for agent availability and preferences

Results

- Efficient schedules
- Centralized global scheduling
- Consistency in process between WFM Schedulers
- Boost to agent morale due to more consistent schedules that align with availability and preferences

01 Challenges

When MongoDB reached out to Playvox by NiCE, they had a number of scheduling challenges. With hundreds of technical agents in differing regions and timezones, they needed coverage to serve their audience twenty-four hours per day, seven days per week. "Many of the issues that are escalated to support are complex because our customers are tech-savvy. We needed to ensure we had coverage without sacrificing support or service," said Anokhee Mepani, Director of Global Operations / Technical Services, at MongoDB.

The operations team at MongoDB was using spreadsheets and calendar tools for their scheduling needs. As with many manual processes, they had daily issues such as incorrect schedules that did not take agent preferences, availability or PTO into account and gaps in coverage. With five separate WFM Schedulers handling schedules for different regions, scheduling for things such as daylight savings changes was difficult since not all regions changed time simultaneously. And, because the Schedulers used different processes, it was a challenge to scale to meet the growing demands of their customer base.

"Since we didn't have a consistent way of forecasting and scheduling, it was difficult if a particular Scheduler was out of the office," noted Anokhee. MongoDB reviewed a number of WFM tools and even considered building their own in-house system since they became convinced that other WFM tools could not meet their complex and unique needs.

02 Solution

After a thorough vetting process, MongoDB decided to implement Playvox by NiCE in December 2021. "We chose Playvox by NiCE as we found that their solution was designed for the complexity of a business like ours. We also appreciated the solution's flexibility and ease of building integrations," said Anokhee. Playvox by NiCE WFM is 100% cloud-based and enables MongoDB to customize WFM to fit their business needs. In addition, with an open API, Playvox by NiCE provided out-of-the-box functionality, along with the ability to scale as their business grows. With Playvox by NiCE WFM, MongoDB can leverage a centralized tool that schedules efficiently across multiple regions and times zones.

03 Results

With the Playvox by NiCE solution, MongoDB was able to recognize multiple benefits such as:

- More efficient and accurate schedules
- Fewer schedule inaccuracies
- Ability to centralize scheduling efforts
- PTO coverage for Schedulers as needed
- A boost in agent morale from consistent schedules that account for availability and preference

> "The Playvox by NiCE WFM solution has made a significant impact on our ability to scale our customer operations team and gives our agents a morale boost as they now know their schedules will be accurate. We would not have been able to make the progress we have without Playvox by NiCE WFM"

Anokhee Mepani, Director of Global Operations/ Technical Services at MongoDB

About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE's platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

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