



ujet Customer Story | Nest

Nest collaborates with UJET, improves end-user experience and saves over 25 percent on per-agent licensing and usage.

Company

Nest Labs (Nest) has one core mission: to create a home that takes care of the people inside it and the world around it. The Palo Alto, California based home automation company, founded in 2010 by former Apple engineers Tony Fadell and Matt Rogers, creates programmable, self-learning, sensor-driven and Wi-Fi-enabled products ranging from thermostats and smoke detectors to security cameras and other systems. In addition to being “smart,” the company’s products are known for their simple, but elegant designs.

Nest’s products are sold in 21 countries and have been installed in almost every country in the world. The company’s flagship product, the Nest Learning Thermostat, optimizes the heating and cooling of homes and businesses to help conserve energy. The thermostat has helped save about 25 billion kWh since its launch in 2011 — that’s enough to power the entire planet for one hour, according to Nest.

Challenges

While the concept of the smart home is no longer new, making an initial investment in home automation technology can still be a leap and involve a learning curve for many consumers. That’s why it’s imperative for agents in Nest’s customer care organization to be prepared to quickly provide customers with answers they need about the company’s products and to help them get the most value from using Nest’s hardware, software and services.

When evaluating telephony vendors, Nest was looking to smooth demand for support by presenting customers with estimated phone wait times, so they could make informed decisions about which contact channel they chose. Nest also wanted to enable messaging and integrate customer care in new ways on its website.



Solutions

Nest was looking for an innovative technology partner to further its goal of improving customers' perception of the Nest brand with each interaction. Because smart home solutions is still a growing space of consumer technology, it's critical for Nest to relentlessly improve its customer experience and continue to lead the industry. It needs to ensure customers are satisfied, to solve their problems, to maintain their loyalty, and to encourage them to recommend Nest's products to others.

After a thorough evaluation of contact center software solutions, Nest chose UJET, a cloud-based, customer support platform. UJET delivers seamless voice and chat experiences across all customer entry points: mobile devices, web and in-app.

Results

UJET makes it easier for customers to reach Nest's contact center and receive exceptional support, and this also benefits agents and supervisors. Agents appreciate UJET's simple and easy-to-navigate user interface (UI) and dashboard. UJET gives the keys to a simplified yet powerful IVR menu to supervisors, so there's less demand on operational admin.

Nest's contact center supervisors can now easily move skilled agents to different teams, ensuring that customers get the exact support they need faster. Deep visibility into agent activity allows supervisors to drive better performance from their agents.

They can monitor team structures and shadow individual agents to provide training and coaching.

Since switching to the UJET platform, Nest has seen significant results. The company is now saving just over 25 percent on per-agent licensing and usage. Usage cost has been reduced because it's simpler and faster to transfer calls with UJET.

While Nest is using UJET for telephony only at this time, the company is also considering SMS smart actions in the future. That way, Nest's customers and the contact center agents assisting them can interact effortlessly using smartphone technology. Intuitive tools with smart actions reduce the time it takes for agents to verify customer identities, stop and start recordings to protect customer information, and much more. With UJET, Nest will be able to iterate on customer service innovation even further.

"At Nest, we want every customer interaction to improve the perception of our brand," said Josh Mooney, digital support manager at Nest. "To meet this goal, we needed an innovative technology partner that was truly advancing customer care communications. We selected UJET because of a shared vision of continuous innovation and the simplified agent experience – which translates into a better customer experience."

JOSHUA MOONEY, DIGITAL SUPPORT MANAGER, NEST



Background

- Home automation company creating programmable, self-learning, sensor-driven, and Wi-Fi enabled products
- Goal to create home that takes care of the people inside it and the world around it

Solutions

IVR

ROI

25%

Saving 25% on per-agent
licensing and usage



Reduced usage costs