

Leading UK payment provider works with Route 101 to modernise its contact centre and workforce management solutions

Dojo transforms its contact centre platforms and upgrades its WFM processes to deliver exceptional CX and drive growth.

About:

Dojo, a premier payment provider in the UK, offers secure and speedy payment solutions to businesses of all sizes. Whether accepting payments in person, online, or over the phone, Dojo's merchant services provide a range of options to suit any business need. As a trusted partner, Dojo enables businesses to trade securely and efficiently, while benefiting from first-class customer support seven days a week.

The Solution:

- Migrated to NICE CXone
- Deployed Calabrio WFM
- Enhanced dialler
- Seamless integration of systems
- Significant operational savings





The Challenge

Dojo is a company that prides itself on providing exceptional customer service to its clients - indeed, the business has built a reputation for delivering high-quality customer support. However, Dojo's contact centre platform was approaching end-of-life and did not enable the next-generation of functionality that the business sought to continue to manage customer enquiries in the most efficient and timely way. Likewise, the Workforce Management (WFM) system the business used necessitated a lot of manual work, which was time-consuming and would only become more restrictive as the business grew.

As a result, the Dojo leadership team recognised the need to upgrade its systems and sought to modernise its customer service technology platforms to improve efficiency and effectiveness. Integration was a big priority, as the business needed to ensure that any new platform could be integrated seamlessly with other applications used within the service centre.

- **Full update and optimisation of contact centre software for more than 250 agents**
 - **Introducing a modern workforce management (WFM) solution**
 - **Improving outbound call efficiency through better dialler functionality**
- Fully integrating all new systems with existing platforms**



Why Route 101?

Upon realising the need for an upgrade, Dojo initiated an extensive search for a partner that could aid in modernising its customer service technology. The company sought a partner with a proven track record of success, extensive knowledge of the latest technology and a deep understanding of the customer service industry.

Equipped with a broad range of technology partners and a comprehensive skillset, Route 101 was well-placed to deliver the necessary upgrades and revolutionise Dojo's customer service operations. After thorough consideration, Dojo selected Route 101 as its preferred partner and embarked on the journey to modernise and future-proof its customer service technology .

The Solution

Modernising the contact centre

Dojo's legacy contact centre platform was no longer fit for purpose and was hindering its customer service teams from delivering exceptional support. During the discovery sessions with Route 101, the team identified that NICE CXone was the ideal platform to fulfil Dojo's needs. CXone is a world-renowned contact centre as a service (CCaaS) platform that offers an extensive range of tools and features that would allow Dojo to meet the ever-evolving demands of its customers. Furthermore, NICE has a significant R&D budget and is investing in a strong roadmap of features that will future-proof against Dojo's evolving needs.

The implementation of CXone by Route 101 not only improved Dojo's customer service capabilities but also provided Dojo's agents with a modern, easy-to-use interface to manage customer interactions efficiently. This upgrade allowed Dojo to streamline its operations and optimise its resources, enabling it to deliver superior support to its customers while driving business growth.

“ We were confident that Route 101 was the right choice for our project, given their impressive track record and vast expertise in seamlessly integrating systems. ”

Alvin Lobo,
Head of Performance
Management, Dojo





Significant annual savings

In addition to enhancing operational efficiency, the transition to CXone resulted in significant annual savings for Dojo. Prior to implementing CXone, the company relied on active storage to archive past calls. The updated system enables proper archiving of calls, resulting in a significant reduction in storage needs and associated costs.

Moreover, Route 101 identified that Dojo was not fully utilising certain components of the previous platform. Route 101 collaborated closely with Dojo to create a customised package of requirements, ensuring that they only paid for the features they needed and avoided unnecessary expenses.

A complete overhaul of WFM

Despite having a legacy WFM system in place, the Dojo team found that it lacked the necessary capabilities. They had to export data and manage some elements in spreadsheets, which was time-consuming and inefficient. To address this challenge, Route 101 introduced Calabrio Workforce Management to the team.

Calabrio offers a comprehensive suite of tools that enable Dojo to manage its workforce more efficiently. With advanced analytics and AI-powered data, Calabrio's contact centre workforce management tools help Dojo to improve forecasting and scheduling, accelerate workflows, develop effective staffing models, and engage agents more effectively. By leveraging Calabrio's advanced features, Dojo's team can now manage their workforce more effectively, save time, and focus on delivering exceptional customer service.

Benefits include:

- **£300,000** annual savings
- **25%** increase in efficiency
- **9%** boost in capacity for the Forecasting & Planning Team
- **£50,000** saved per year in manual data analyst resources
- **20%** reduction in attrition rates
- Average customer query response time reduced to 10 seconds
- **99%** answer rate

Enhanced dialler

Through the deployment of CXone, Route 101 enabled Dojo to benefit from an improved dialler. This allowed the outbound team at Dojo to take advantage of features such as local display number (CLID), Voicemail Drop to reduce time spent on voicemail-answered calls, agentless campaigns, and more. In the short term, these new efficiency tools resulted in a 10% enhancement in operational efficiency and a 19% increase in pickup rate. As the team becomes more accustomed to using these features, Dojo anticipates an overall productivity improvement of at least 25%.

- **Seamless integrations between new and existing systems**
- **Comprehensive WFM tools**
- **Modern, easy-to-use agent interface**

Seamlessly integrated

In addition to its contact centre and WFM platforms, Dojo had several other systems in regular use, making it crucial for Route 101 to integrate them with the new platforms being introduced. With over 250 agents using complex systems, including a custom-made CRM system, existing Gamma Direct Routing, and Zendesk, it was no small feat. However, as experienced systems integrators, Route 101's technical team was well-equipped to carry out the integration seamlessly, enabling Dojo to maximise the use of its technology. The integration process enabled Dojo to improve its processes, enhance efficiency, and streamline operations, providing a better experience for its agents and customers alike.

Looking ahead...

Thanks to the support of Route 101, Dojo successfully modernised its systems, boosting productivity and consolidating its position as a leading payment provider. Route 101 remains Dojo's trusted partner in delivering exceptional customer experiences, offering ongoing consultancy on new technological advances and providing ongoing support to overcome any future challenges. With Route 101 by its side, Dojo is well-equipped to adapt and evolve its technology to meet the changing demands of its business and customers.

“ We couldn't be more pleased with the work Route 101 have done, helping us to modernise our contact centre and WFM solutions. Not only are our agents more efficient, but we have already seen significant savings.”

Scott Shaw, F&P Manager, Dojo

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About NICE



NICE is a global software company that specialises in providing solutions for customer experience and digital transformation. They offer a wide range of products and services to help businesses improve customer interactions, increase efficiency, and reduce costs. NICE's solutions include customer engagement, workforce optimisation, fraud prevention, and compliance. With over 25,000 customers in over 150 countries, NICE is a trusted partner for businesses looking to enhance their customer experience and operational performance. [Learn more >>](#)

About Calabrio



Calabrio is a UK-based software company that offers workforce optimisation solutions to help businesses manage customer interactions and improve employee performance. Their suite of tools focuses on enhancing customer experiences and engagement, enabling businesses to achieve their goals and deliver results. Calabrio's expertise in workforce optimisation has made them a trusted partner for many UK-based companies looking to enhance their customer service capabilities. [Learn more >>](#)

About Route 101:

Flexible, scalable contact centre, customer engagement, and unified communications software in the cloud.

Give your workforce the right tools to do the job and optimise the tools, processes, and technology behind the customer experience. Route 101 helps businesses choose and use the right technology to make sure their customer experience is the best it can be. Combining industry-leading communications and contact centre solutions, we provide the tools to help you deliver excellent customer experience goals and empower your workers. We do the heavy lifting, so you don't have to: evaluating your current setup, identifying key areas for improvement, and recommending the right route to take.

We help organisations choose and use the technology that makes them easy to work with, and great to work for. Make it easy for customers to talk to you, and help your employees stay engaged, valued, and connected.

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