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10 ways to turn your

CONTACT CENTER

into a remote working dream team!

As a leader, you may not be walking through the contact center aisles at the office as much lately, but that doesn't mean your team is any less busy. In this remote working new normal, it's more important than ever to make sure your contact center is operating with efficiency. And you need to provide virtual engagement like never before.

"How do I motivate and incentivize my remote team to make sure we're running the Contact Center effectively?"

Here are 10 ways that contact center managers can keep their teams productive and customer experience stats soaring.

1 Offer flexible scheduling

The shift to working from anywhere — whether in the office or remotely — can require scheduling adjustments. Fortunately, a cloud-based contact center environment allows you to make resourcing changes quickly and offer remote agents much greater flexibility in how and when they work. Adapt to bandwidth requirements based on real-time conditions by using the scheduling tools within the Contact Center solution to match your people resources with expected contact volumes.

2 Pivot your home into an office

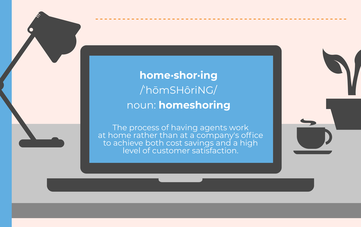
It's no secret that distractions can happen during a workday, especially when working from anywhere.

Assess your team's home workspace to make sure they have the right equipment, ergonomics and software to feel 'at the office.' Team members should also download their contact center client to their computers so they can be productive from anywhere.

Bonus: Create a sense of company even in the work-from-home world. One-on-one coaching sessions, best practice virtual team standup meetings can bring everyone together.

3 Enable notifications remotely

With the Allstream Contact Center solution, you can enable the social messaging plugin to connect a social account and interact with a customer via their preferred network. And for WhatsApp users, get notifications right to your phone so you won't miss a beat.



4 Reward first-contact resolutions

The faster you can solve a customer's issue, the better their experience—and your bottom line. Make your first-contact resolution metric a focus for your team, and build this into your reward program.

Cloud contact centers have ushered in the ability to maintain a remote contact center workforce...

without the need to offshore calls to a third-party vendor.

Tweet

— Market Research

5 Record and coach

When working remotely, **stay in touch with team activity using the recording features within Contact Centers.** Listen to how your team handles calls, then review their performance in virtual one-on-ones to **highlight their successes and areas of improvement.**

6 Gamify!

Who says work shouldn't be all fun and games?! **Bring some excitement into the work day through gamification and a digital leaderboard.** You can be sure everyone will be competing for top position when it comes to average talk time, most calls and other metrics.

7 Bring in the bots

With a recent increase to 4x the interactions in contact centers, how can your team keep up? **Make use of bots and automation to handle standard questions by using the Call Workflow feature.** For government and healthcare organizations, this can mean an effective and efficient self-service application.

Make your contact center the *ultimate* customer experience.

45.9% of business pros say customer experience will be their top priority for the next five years.

36 months The potential time your revenue could double when you invest in customer experience initiatives.

86% of buyers are willing to pay more for a great customer experience.

(Source: Superoffice)

"Agents can share their desktop, start a video call and use advanced collaboration tools so the customer gets an entirely personalized interaction. This is a new evolution of the customer experience."

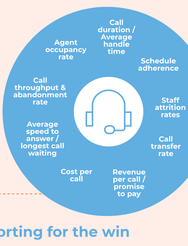
— Don Thorsen, North American UC Cloud Product Manager at Allstream

8 Time for an upgrade?

Organizations are pivoting to remote working contact center solutions by leveraging modern technology. If your infrastructure is not ready for a work-from-home environment, it's time to talk to your communications provider.

9 Measure twice, cut once.

You don't want to cut necessary expenditures, so make sure you know what the numbers are telling you. Here are some internal metrics you should keep on your dashboard.



10 Reporting for the win

It's never been more important to spend time on the data. Dig into your analytics including historical charts and dashboards so you can compare year-over-year and month-over month details — then plan more accurately for agents to handle customer interactions on the right channels and the right time.

Take your remote contact center to the next level.

Talk to an Allstream Contact Center expert.

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