Employee engagement matters
7 tips to keep your remote agent workforce engaged

1. **Simplify your agent desktop** by integrating multiple systems which reduces the numbers of windows agents have to juggle. You’ll reduce cognitive load and handle time too.

2. **Stay connected** with team and 1:1 messaging to keep agents engaged with team members, supervisors, and others, fostering productivity.

3. **Ensure agents have easy access to SMEs** across the organization for the expertise to quickly resolve complex customer issues.

4. **Deliver interactive feedback** by including agents in the feedback process. Use targeted coaching to offer constructive feedback and present successful interactions.

5. **Coach agents with video conferences** to keep your interactions dynamic with face-to-face conversations, so agents feel less isolated.

6. **Share metrics to encourage teamwork** by informing agents with team and individual statistics. Now they share successes and see needed improvements.

7. **Increase visibility** into day-to-day operations with real-time dashboards and robust analytics to keep a pulse on operations when your agents are remotely dispersed.

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> 
> —Frost & Sullivan, Building the Digital Workplace

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Employee with outdated technology are 450% more likely to leave.

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> Source: Hanover Research

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> Source: Aberdeen Research

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> —Shep Hyken, Shepard Presentations

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