

Employee engagement matters



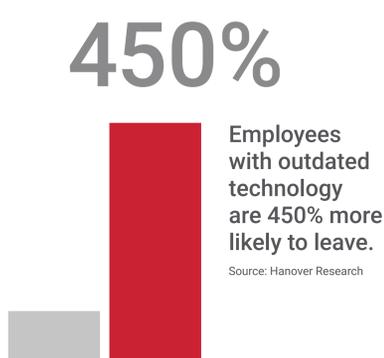
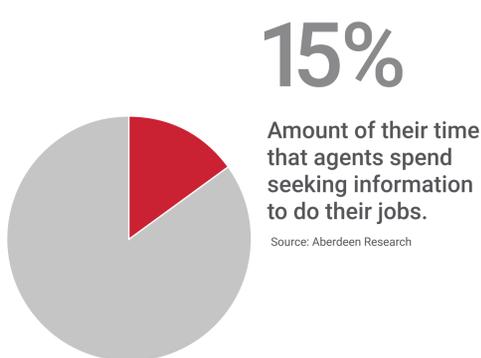
7 tips to keep your remote agent workforce engaged

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.

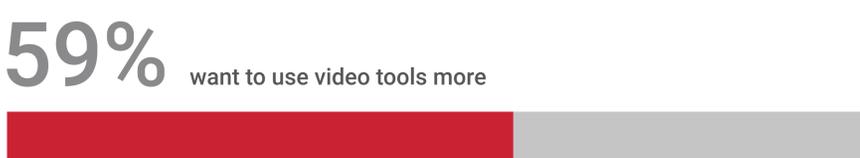
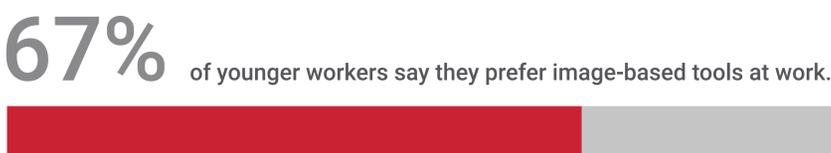


“Employee engagement matters. Disengaged employees cost US companies up to \$550 BILLION ANNUALLY. The time to change is now.”

–Frost & Sullivan, Building the Digital Workplace

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.

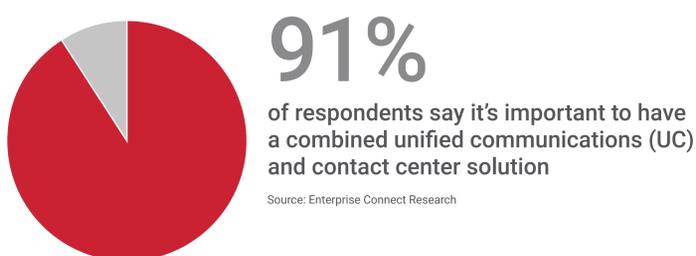


“Customer service cultures are defined by leadership. They become a reality because of employees.”

–Shep Hyken, Shepard Presentations

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.



For more information, contact your account manager today