

Preparing Your Agents for Remote Work

As a long-time contact center expert, Attila shares his knowledge and experiences in managing remote contact centers. He will focus on the operational challenges of managing a remote setup.

1. Communication

Besides straightforward communication and clear expectations, make sure to establish the following with your team:

- Define and stick to the communication channels that you will use with your team.
- Check your agents' user rights for the software that they use to avoid unauthorized access.
- Monitor your systems and compare login data with agents' schedules. Make sure to let your agents know that they are being monitored.
- Hold regular meetings to realign with your team and create break schedules for your agents.
- Finally, make sure to enforce continuous working morale. This might be as simple as making sure that both you and your agents are dressed for the job in the morning.

2. Training and Support

Make sure to provide the proper technical infrastructure necessary for a remote work infrastructure. This could mean choosing cloud contact software with an easy setup that can run on any computer, regardless of its location.

When thinking about proper training and support for your agents, use the following methods with the help of video conferencing platforms:

- Create role playing exercises copying customer service scenarios.
- Team the best performing agents with those who are new to the company and let them participate in short training sessions together.
- Enlist your agents or employees in online mentorship programs, or webinars related to their field.

3. Monitoring and Feedback

The following tools and methods can help you in establishing remote monitoring and feedback:

- User state logs can keep track of agents' states (when agents are on a call, use a broken code, login or out, or exceed the allowed break limit).
- The real-time monitoring option can give you direct insight into ongoing agent conversations.
- Call-whispering features allow you to give feedback to an agent without the customer hearing.
- By using a cloud contact center software, you can transfer agents between projects, or change the agents' status from a distance.
- When it comes to giving feedback to your remote agents, make sure to give systematic feedback to agents, based on user state logs and statistics, or the most relevant metrics and observations.

4. Motivation

- Acknowledge agents' efforts, developments, and achievements. Try to always find and highlight the positive aspects of their work.
- Constantly share individual and group achievements through well-known KPIs on your dashboard.
- Always communicate clear and attainable goals to your team!