ttec® DATA SHEET

Virtual Contact Centers:
How to Stay Ahead of the Curve with Exceptional Customer Support

Empathy meets efficiency

The days of purely brick-and-mortar contact centers are waning—the future is fast, nimble, and virtual.

Over the past year, the customer service industry has had to brace for high call volumes while making the unprecedented move of shifting agents to work remotely. To manage this crisis, companies adapted to a new work-from-home environment that blended human and technological capabilities to manage the unprecedented volumes of calls.

As companies move forward, it's evident that traditional contact center labor models are not enough to meet the expectations and needs of today's customers. Now, more than ever, companies must double-down on the innovations that got them through the crisis — remote workforces, intelligent automation, and cloud technology.

How we help clients reimagine virtual customer support

TTEC, one of the largest global enablers of remote work, has helped its clients to rapidly shift to remote work and achieve exceptional results. Our proven approach provides the expertise and care in setting employees up for success wherever they are.

Seamless cloud connections: In-person associate experiences can be replicated with cloud-based collaboration and productivity enhancing tools. A majority (74%) of clients experienced an increase in Net Promoter Score (NPS) and reduced attrition by 43% when they deployed our Humanify Cloud @home platform.

Secure workspaces: Real-time team lead engagement/monitoring, employee IP and system alert processes for change to location or work PC, end-point security protection and VPN access solutions and many other security measures are utilized to eliminate login vulnerabilities and maintain data security.

Work-From-Home vs. Brick-and-Mortar

WFH agents delivered results that were on par with or exceeded B&M results:
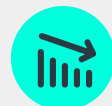
Increase in Compliance

Maintained CSAT

Improved reliability

Lower monthly attrition

At-home readiness and training: Our RealPlay AI Simulated Training empowers remote learners to interact with voice-enabled BOTs that replicate customer interactions and immediately provide the learner with tailored feedback, coaching and performance results, reducing training time by up to 25% and improving speed to proficiency by as much as 20%.

AI + human empathy: RPA/RDA automation solutions, messaging, and intelligent virtual assistants are deployed to scale customer support while reducing costs, freeing up agents for invaluable work that requires more attention, thoughtfulness, and empathy.

Hiring and onboarding expertise: For clients that are looking to expand their remote workforce, talent acquisition teams are ready to mobilize to find and train at-home associates with the right skills and credentials to handle any support situation.

WFH agents in action

Industry:
Retail Banking

Ranked #1 LOB by client

Beat AHT goals by 12 seconds per call

94% CSAT

The challenge: When the COVID-19 pandemic triggered a huge spike in customer volume, a major financial services firm needed to quickly recruit, hire, and train hundreds of remote agents to support its deposits and SMB customer inquiries as well as support its SMB email channel.

Our solution: We activated our recruiting pools and quickly identified hundreds of remote candidates. Next, we designed a virtual training program that included instructor-led training, online activities, integrated simulations through mock chats, email drafting, and self-paced modules. Additionally, we created a one-stop shop that housed all the necessary materials related to working from home, from equipment set-up materials and IT support details to instructions for adhering to the security measures that were put in place to ensure data safety.

The results: Within a matter of weeks the recruitment, training, setup, and nesting period were completed (average ramp-ups can take months). The first wave included more than 160 employees against a delivery goal of 150 FTEs, which was quickly followed by a second wave of employees. Ultimately, more than 200 net-new employees were deployed and ready to assist customers. They achieved a 94% CSAT and a 445 AHT, beating a goal of 457 AHT.
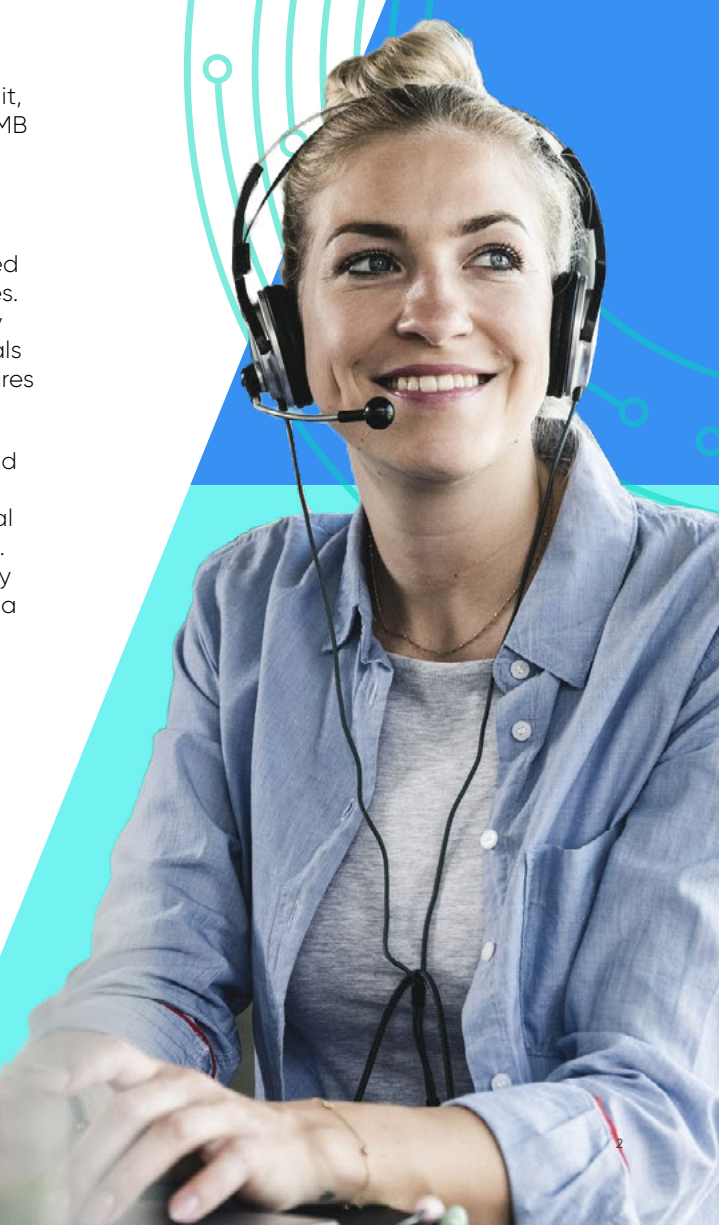
Industry:
Insurance Provider

93% MSAT performance

97% compliance

Maintained AHT levels

The challenge: A national insurance provider needed to rapidly shift thousands of customer care associates to work from home to ensure continued service.

Our solution: We worked hand-in-hand with the firm on contract amendments, as well as designing architecture and deployment processes to build a solution that met both highly secure requirements and the need for an expedited solution.

To ensure data security, we installed and activated individual certificates on each PC as part of the security protocols, required agents to register their mobile device to serve as a token for multi-factor authentication, and created a process to immediately terminate access if necessary, among other security measures.

For remote training, we designed a comprehensive virtual training program that leveraged Slack channels and Zoom virtual meetings for knowledge support, integrated coaching, technical assistance, team briefings, and to address escalations.

The results: Two months after deploying the virtual contact center solution, member satisfaction (MSAT) performance remained steady at 93%, compliance was at 97%, and there was zero increase in average handle time compared to prior brick-and-mortar results. The success has been so profound that the client is now looking to make a work-from-home a permanent contingency of its long-term strategy.

TTEC equips clients with the people, processes, and modern omnichannel technologies that build value across every interaction on all channels.

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