

TTEC, SUPPORTING VIRTUAL CONTACT CENTERS

4 best practices to make 'working from home' work better than brick-and-mortar



We lean into decades of experience when shifting employees to at-home environments and improving service level goals – and in some cases, even outperforming brick-and-mortar metrics.

The secret to our many work-from-home successes lies in these four best practices.



BEST PRACTICE #1: INTEGRATE TECHNOLOGY WITH A PURPOSE

Discover who is qualified to work from home – based on Internet speed and workspace availability – and deploy technology that works within those parameters.



BEST PRACTICE #2: ALIGN VIRTUAL TRAINING WITH KEY VOLUME DRIVERS

Identify the top reasons customers call and design comprehensive training programs and modules focused exclusively on those topics first.



BEST PRACTICE #3: KEEP COMMUNICATION CHANNELS OPEN

Choose effective communication tools (i.e.: Zoom or Slack) to ensure all stakeholders (clients, associates, and leadership) stay aligned on targets, expectations, and goals.



BEST PRACTICE #4: INSPIRE CREATIVITY TO BOOST MORALE.

Create virtual opportunities for associates to share tips, observations, and socialize – personally and professionally – to keep spirits up during challenging times.



TTEC, FOR THE WIN

ACCUMULATIVE RESULTS

43% reduced attrition

6 MONTHS unwavering eNPS for 6 month

74% clients stabilized or improved CSAT

PERFECT 100% SCORES

CSAT in Healthcare & Telecom

FCR in Retail

QA in Travel & Hospitality

TTEC, ACHIEVES JOINT SUCCESS

FINANCIAL SERVICES COMPANY

2000 Number of employees deployed at home within two weeks

< 3% monthly attrition

93% CSAT performance

0% increase in AHT



INSURANCE PROVIDER

99% QA performance during WFH (vs. 98% B&M)

8% absenteeism during WFH (vs. 16% B&M)

1% attrition during WFH (vs. 3% B&M)

95% CSAT during WFH (matched B&M)



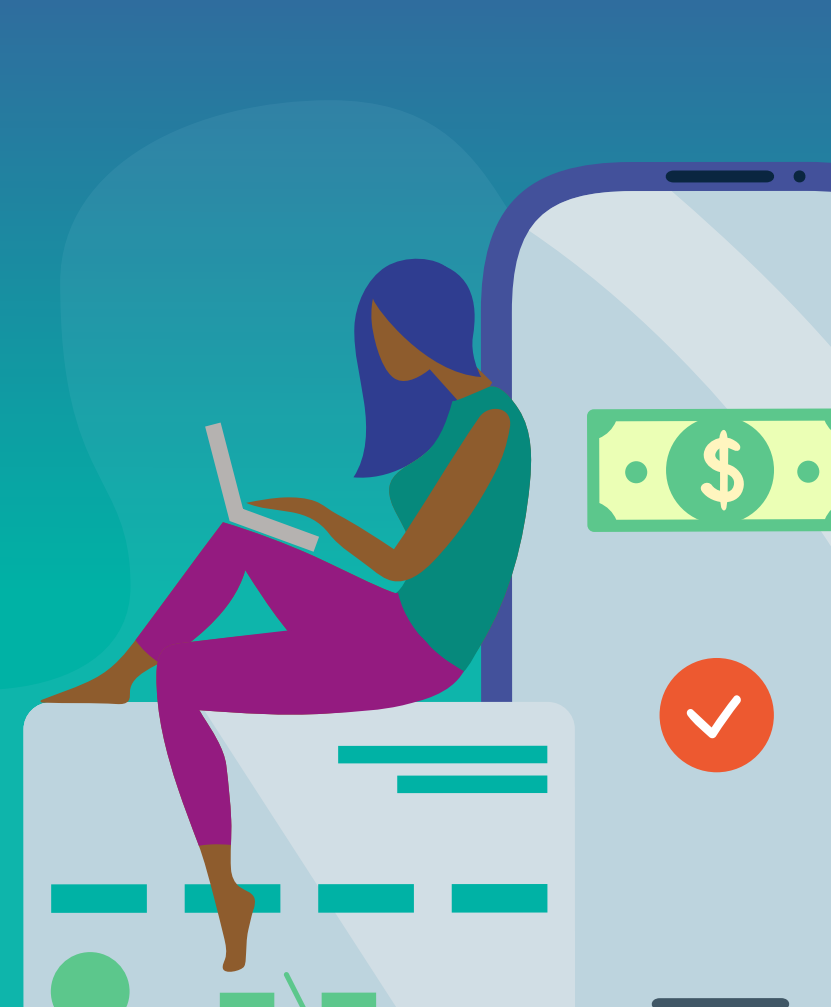
FINANCIAL SERVICES AND CREDIT RATING FIRM

2.3 POINTS lower attrition than B&M

26 SECS improved AHT vs. pre-COVID-19 period

1% unchanged adherence and conformance to B&M

95% higher percentage to goal for at home vs. B&M



CONCLUSION HIT YOUR CX GOALS NOW, NEXT, AND BEYOND

With TTEC, you gain strategic planning and design, a state-of-the-art technology infrastructure, professional and engaging training, and continuously effective communications. Contact us to learn more.