

# 10 Tips for Optimizing a Remote Agent Workforce



LIVEVOX

While working from home has become steadily more normal for employees worldwide, no one was expecting the trend to accelerate so rapidly and at such short notice.

Luckily, there are many innovative workforce optimization capabilities and strategies out there that you can use to ensure productivity, foster a sense of agent community, and mitigate security and compliance risks.

Below are our top ten tips for optimizing a remote agent workforce:



## SCHEDULE SMART

Tools that allow you to **automate schedules by balancing shift rules, work patterns, breaks, off times, and agent skills** can be a great way to stay organized and focused at a time of upheaval. Having a system that can efficiently distribute your schedule with real-time updates and allow for things like shift-swapping, and shift-bidding can be a big plus.



## UNDERSTAND YOUR TEAM'S PERFORMANCE

It's never been more critical for contact center managers to understand their team's performance and compliance. Think about whether you're able to get intuitive, visualized data in front of decision-makers fast, and overlay relevant metrics beyond standard contact center KPIs. There are many solutions out there that can give you same-day access to the data you need to **power smarter, faster business decisions**.



## PROVIDE DIGITAL TRAINING

With agent satisfaction around development already low, it's essential to consider how you'll deliver training to a remote workforce. If you don't have one already, **think about implementing a scalable, digital training solution**.

Having the ability to digitally distribute e-learning materials and call and screen recordings, while tracking completion, can be an excellent replacement for traditional, in-person training methods.



## MAKE SURE YOU STILL HAVE EYES AND EARS

With no managers walking the floor and a lot of potential distraction, having a **robust solution for both call and screen recording can be an excellent way to keep a check on things**. Consider tools that:

- Integrate well with each other and your current quality management process,
- Record agent workflows end-to-end,
- Can be paused for secure payment,
- Give a complete view of the desktop across multiple monitors, not just the agent panel,
- Record 100% of interactions in full across all channels.



## LET YOUR BEST AGENTS LEAD BY EXAMPLE

Recording 100% of interactions will give you access to a huge library of learning resources that are bespoke to your business. **Identify the interactions of high performers and then distribute their recordings as training materials.** This can be great for performance and help to cultivate a sense of community in your agents. Conversely, evaluate the performance of those that require additional support and training and provide it 1:1.



## EMPOWER AGENTS TO FIND THEIR OWN PATH TO IMPROVEMENT

Empowering agents to take some control over their personal development can be an effective way of building trust and lightening the load on you a little.

If your business intelligence tool allows you to create and distribute individual agent performance reports, think about whether you can use these to **enable agents to leverage the data and discover their own path to improvement.**



## THINK ABOUT A SPEECH ANALYTICS SOLUTION

Having agents work behind closed doors comes with compliance and performance risks. Even if you are recording all calls, you can't possibly listen to all of them.

**Speech analytics tools that allow you to monitor 100% of voice conversations can be an incredibly powerful quality management tool.** The best solutions automatically alert you intraday to inappropriate language, compliance concerns, and any keywords of your choice.



## LISTEN TO YOUR CUSTOMERS TOO

Both your customers' and agents' circumstances have changed drastically recently, undoubtedly affecting how the two will interact. Having the ability to run **Customer Satisfaction (CSAT) surveys after calls or message interactions can be an excellent way to build hard data and insights** in this area. These surveys give callers a chance to rate their interaction and levels of satisfaction to help managers better understand and receive feedback on their agent's performance.



## FLAG RISK FAST

When the challenges of managing an at-home workforce are numerous, manual quality management processes can be a considerable time and resource drain. With new risks emerging, waiting too long for reports that tell you something you needed to know last week is not an option.

**Think about how you can move towards an automated QM process that takes in 100% of interactions and can triage all of them.** This will likely involve a combination of interaction and screen-recording, multi-channel scorecards, and speech analytics.



## BE READY FOR ANYTHING

With an uncertain future ahead, you need to consider whether your current contact center platform positions you to be able to react rapidly to an environment that could change for your business and your customers at a moment's notice.

Adding workforce optimization capabilities by stitching on additional third-party systems, can take months of development time, millions of dollars, and leave you with a disjointed and uncoordinated process. **Think about moving towards a comprehensive, integrated, cloud-based solution.**