

10 Tips for Optimizing Your Remote Voice Agents



LIVEVOX

Working from home is quickly becoming the new normal (for now), bringing with it concerns about operations, data security, and compliance.

Here's the good news: **Voice is easier than ever.** And there are tactics and strategies you can use to ensure a more seamless process when shifting your voice agents to a work-from-home model.

Below are the top 10 considerations we recommend employing in a remote work environment:



THE CLOUD, THE CLOUD, THE CLOUD

Look for a contact center solution that is based in the cloud. **With a cloud contact center provider, your agents could operate from anywhere.** You can empower them to operate and perform with the same efficiency as if they were inside your contact center.



CONSIDER VIRTUAL PRIVATE NETWORK (VPN) ACCESS FOR AGENTS

Many contact centers are evolving their views on VPN access, given the potential for agents to be at home working for weeks or even months. **Agents with VPN access are largely operating in a business-as-usual fashion,** and contact centers have been successfully adopting the use of VPNs for a dedicated and more secure virtual connection.



RE-EVALUATE WHAT YOUR AGENTS CAN SEE

Your at-home agents should be presented with **screen pops to handle conversations without sacrificing customer security.** If you don't want agents to see every bit of data on their screens, they shouldn't need to. And, modifications should be easy to make. While you may minimize data exposure for certain elements, think about increasing insight in other aspects.



UPDATE YOUR WORKFLOWS

Having a distributed agent population with different skill levels can create difficulties. Consider **updating your workflows so that relevant calls can be routed to your qualified, skilled agents** (in contact centers or with VPN access) from at-home agents without security.

For easier calls that don't require significant data access, these could be routed to remote workers. For higher-level calls that demand more access, perhaps these calls remain with your agents inside the contact center.



OPTIMIZE YOUR IVR/SELF-SERVICE

During this time of uncertainty, you may be experiencing an influx in inbound call volume as you simultaneously shift your agents to a remote environment. **To ease the pressure on your contact center, review your current IVR workflows** and ask yourself the following questions:

- Can more be done to increase self-service?**
- Is there timely information that can be presented in an IVR without needing an agent?**

More automation through an IVR means less pressure on your agents. And less pressure on your agents means more bandwidth, reduced stress, and potentially a big uptick in productivity.



KEEP AGENTS CONNECTED WITH TICKETING

Customers would rather not repeat their contact information, and the reason for their call, if they get transferred to different agents. **Enable ticketing to function as a workflow between your voice agents and teams** to ensure all key information is transmitted to improve customer satisfaction and reduce handle time. And, give your management team the tools to monitor and measure hand-offs and resolutions so you can identify areas needing improvement.



EMPLOY 100% CALL RECORDING AND SPEECH ANALYTICS

Many contact centers have call recording capabilities, but they may not be comprehensive. In a work-from-home environment, the ability to record all calls—inbound, outbound, blended—end-to-end is **essential to minimize the impacts of shifting to a remote environment**. Think about layering on speech analytics to significantly automate and pinpoint instances for improvement and celebration.



ADD SIGHT TO SOUND WITH 100% SCREEN RECORDING

In a remote environment, by seeing how the agent interacts on their desktop during the call, you're able to **better evaluate performance, uncover workflow inefficiencies, identify training needs, and understand gaps in compliance**. Screen recording should also not just include the agent's browser, but the entire desktop, for a holistic view of the call experience.



ESTABLISH A SCALABLE FEEDBACK LOOP

How do you maintain a connection with your Voice agents when they're no longer an arm's length away? **Consider setting up a feedback loop for agents to receive and give feedback**. To do this, leverage agent scorecards that incorporate both call and screen recordings. Delivering these scorecards directly on the agent desktop helps streamline the review process, and opens the door to new incentive programs.



SCHEDULE SMARTER AND ORGANIZE YOUR AGENTS

Remote workforces can make scheduling more complex. A remote work environment may present challenges you weren't expecting. You can't anticipate every at-home challenge that your agents will face, but you can **create a virtual and real-time scheduling model that is visible directly on the agent desktop**. The goal is to help create greater flexibility and understanding of who is working, and when, so you can manage your expected call volume across your agent population.