





WORKFORCE FLEXIBILITY FOR YOUR CONTACT CENTER

With an estimated 60% of contact centers utilizing virtual agents in some capacity, and an expected increase to 80% by 2015, employing remote agents is fast becoming the new standard. Enable your business to easily set-up remote agents in any location, reduce costs, and enhance productivity without sacrificing quality using 3CLogic's complete contact center solutions. Get your agents online, and your contact center in business.

BENEFITS OF ENABLING REMOTE AGENTS:

-  **Reduced Employee Turnover:** Running a contact center is expensive enough, without accounting for the added training and hiring costs associated with an industry average employee turnover rate of 26%. With 3CLogic's ability to empower agents and offer greater workforce flexibility, help reduce employee churn and your overall business costs.
-  **Expanded Hiring Pool:** Limiting your hiring pool to those only within close proximity could very well be restricting your business. Enjoy the freedom of employing the most skilled and experienced agents from anywhere, while providing higher quality service across languages, countries, cultures, and varying customer needs.
-  **Greater Flexibility:** Quickly scale your contact center up or down to better accommodate changes in market or customer demand without the need to invest in additional office space or infrastructure.

REMOTE - BUT STILL WITHIN REACH:

-  **Remote Training:** Easily train remote reps from anywhere using our "whisper" and "barge-in" features, allowing supervisors to virtually offer suggestions to agents, or speak to customers directly if necessary.
-  **Agent Retention:** To ensure all agents are adhering to company protocol and offering consistent quality service, provide them with customizable and real-time scripts to guide them through every customer interaction.
-  **Real-time Monitoring:** Easily monitor remote rep presence, campaign performance, and other KPIs with 3CLogic's advanced reporting dashboard.