



Work From Home: 10 Lessons to Elevate Agent Experiences

Agent Satisfaction = Customer Satisfaction



SUTHERLAND



Joe McFadden 🖐️
Partnerships
Playvox



Charlene Petrie 🖐️
Sr. Project Manager,
Community Management,
Sutherland

Today's Agenda:

Remote Customer Service Ops:

- Short AND Long-term Strategies
- Building and Managing Teams
- 10 Years, 10 Lessons Learned

A remote workforce has always had its benefits

It's now a necessity for every service delivery strategy

Expand your recruiting talent pool

Create opportunities for remote talent

Flexibly match resources to service demand

Enable business continuity

Considerations when building and managing a remote workforce?

Take a wholistic approach built
around agent engagement

Change your recruiting process

Change your training process

Change your agent-facing tools

1. Managing People Remotely Isn't Easy

Motivation / Engagement	Quality of Service / CX	Performance / Productivity
<ul style="list-style-type: none">2. Make people feel part of the team3. Create social environments and opportunities4. Personalize reward programs	<ul style="list-style-type: none">5. Quality of work is of vital importance6. Immediate feedback improves service7. Continuous improvement & skills development are crucial8. Associate satisfaction = customer satisfaction	<ul style="list-style-type: none">9. People thrive in a competitive environment10. Setting SMART goals helps people improve their performance

2. Making people feel like part of the team from miles away is key.

Tools to support virtual communications among agents, teams, team leaders

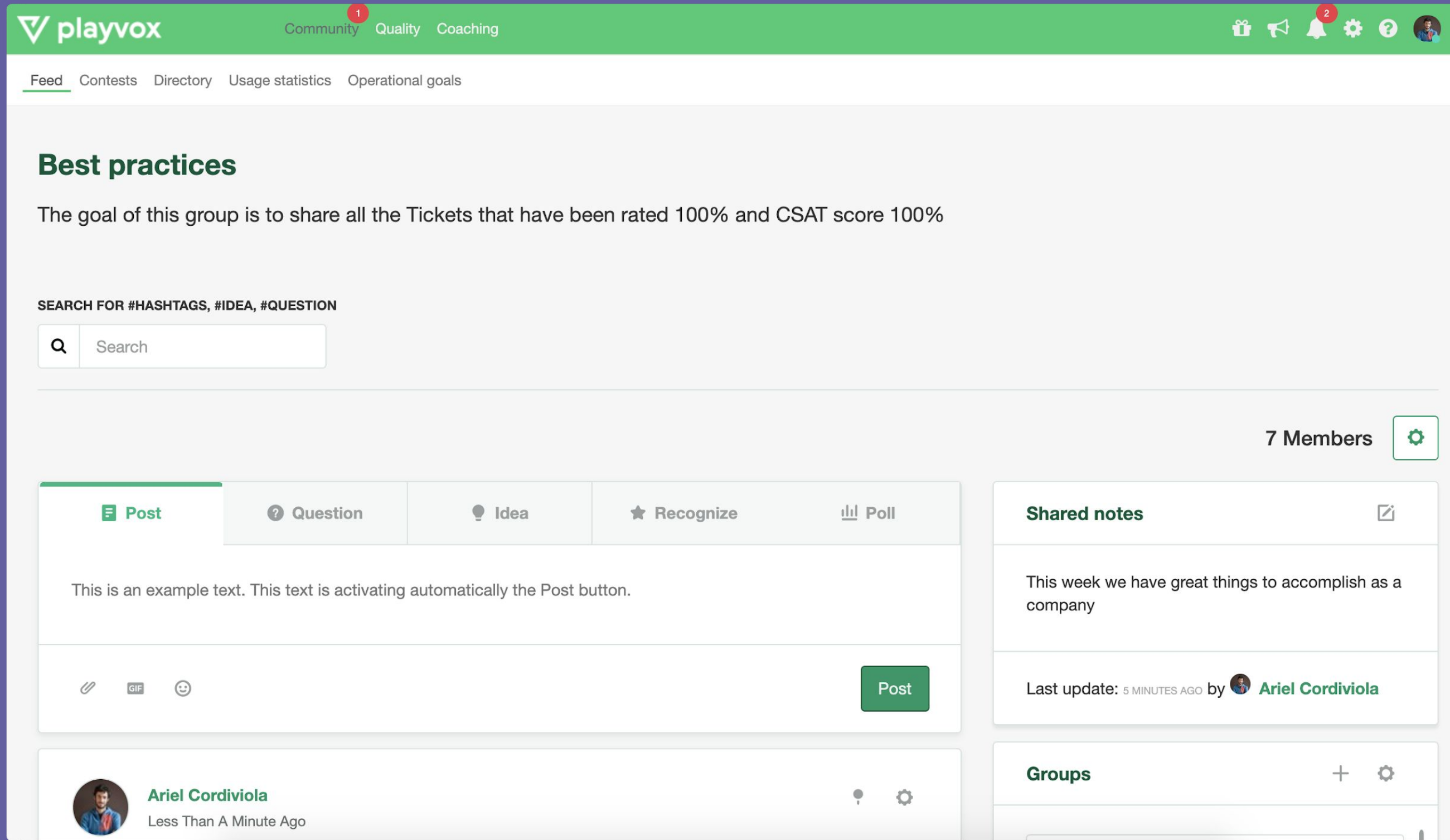
Support / create team-based identities

Put in place an early warning system for agents at risk

Methods and tools familiar to agents - social communities, activities, engagement



2. Making people feel like part of the team from miles away is key.



The screenshot displays the Playvox Community interface. At the top, a green header bar contains the Playvox logo, navigation links for 'Community', 'Quality', and 'Coaching', and user icons with notification counts. Below the header, a secondary navigation bar lists 'Feed', 'Contests', 'Directory', 'Usage statistics', and 'Operational goals'. The main content area is titled 'Best practices' and includes a description: 'The goal of this group is to share all the Tickets that have been rated 100% and CSAT score 100%'. A search bar is provided with the prompt 'SEARCH FOR #HASHTAGS, #IDEA, #QUESTION'. On the right side, it indicates '7 Members' with a settings icon. The central part of the interface features a post creation section with tabs for 'Post', 'Question', 'Idea', 'Recognize', and 'Poll'. The 'Post' tab is active, showing a text input field with placeholder text, a rich text editor with links, GIFs, and emojis, and a green 'Post' button. Below the post creation area, a user profile for 'Ariel Cordiviola' is shown with a profile picture and the text 'Less Than A Minute Ago'. On the right sidebar, there is a 'Shared notes' section with a text input field and a 'Last update' timestamp, and a 'Groups' section with a plus icon and a settings icon.

playvox Community Quality Coaching

Feed Contests Directory Usage statistics Operational goals

Best practices

The goal of this group is to share all the Tickets that have been rated 100% and CSAT score 100%

SEARCH FOR #HASHTAGS, #IDEA, #QUESTION

Q Search

7 Members

Post Question Idea Recognize Poll

This is an example text. This text is activating automatically the Post button.

Post

Ariel Cordiviola Less Than A Minute Ago

Shared notes

This week we have great things to accomplish as a company

Last update: 5 MINUTES AGO by Ariel Cordiviola

Groups

3. Being social can be part of a remote work environment, just like a bricks & mortar office

Create high frequency touch and engagement

Run games / contests continuously

Enable the agents to engage

Use tools for a virtual social programs



4. People Prefer to Choose Their Own Rewards Customize, Customize, Customize


Create specialized / customized rewards to personal interests, demographics, regions, company values








Encourage the skills / behavior important to agent satisfaction and performance goals

Make administration objective, quantifiable, easy -- points system, flexible to customize, tracking, accurate



4. People Prefer to Choose Their Own Rewards Customize, Customize, Customize


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[Ranking](#)
[Usage statistics](#)
[Operational goals](#)
[Karma Store](#)

Karma store

[Redeem history](#)

CATEGORIES


[All \(14\)](#)


[Other \(5\)](#)

[Chewy and Delicious \(3\)](#)

[Ticket Rama! \(3\)](#)

[Gadgets and accesories \(3\)](#)






Kitchen timer

500-Karma-points -10%

450 Karma points

Redeem




BBQ Temp Gauge

500-Karma-points -10%

450 Karma points

Redeem



Handsfree flashlight

500-Karma-points -10%

450 Karma points

Redeem

5. Quality of Work is of Vital Importance

Immediacy of quality and performance feedback is important


Team leader role is foundational

Measuring team leader coaching abilities is critical







You need virtual tools in place for agents and team leads



5. Quality of Work is of Vital Importance



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✕ Show all

Type

Show all

Coaching topic

Show all

Select coached ⓘ

Hide advanced filters

Start coaching

Show all

Signed

In progress


Stage

Initial feedback (1)

Follow up (0)

Needs attention (1)

Making progress (1)



Andres Gomez


Persistent

4 DAYS TO GO

#173

General

(0)



Jaime Salgado


Supportive

8 DAYS TO GO

#172

Quality

(0)



Mariana Cardona

Training

4 DAYS TO GO

#171

General

(0)

6. Immediate Feedback Helps Improve Customer Service

Faster feedback = bigger impact on overall CSAT stats and also the very next customer

Reinforces the agent's ability to connect the feedback to an issue or customer

Minimizes the opportunity to overlook important feedback



7. Setting SMART goals help people improve their performance.

Make agents accountable to their goals -- access to their stats, visibility on team member stats

Team Leader accountability for coaching to goals and effectiveness of coaching

Team leader tools for managing coachings sessions in progress and identifying priority coaching opportunities

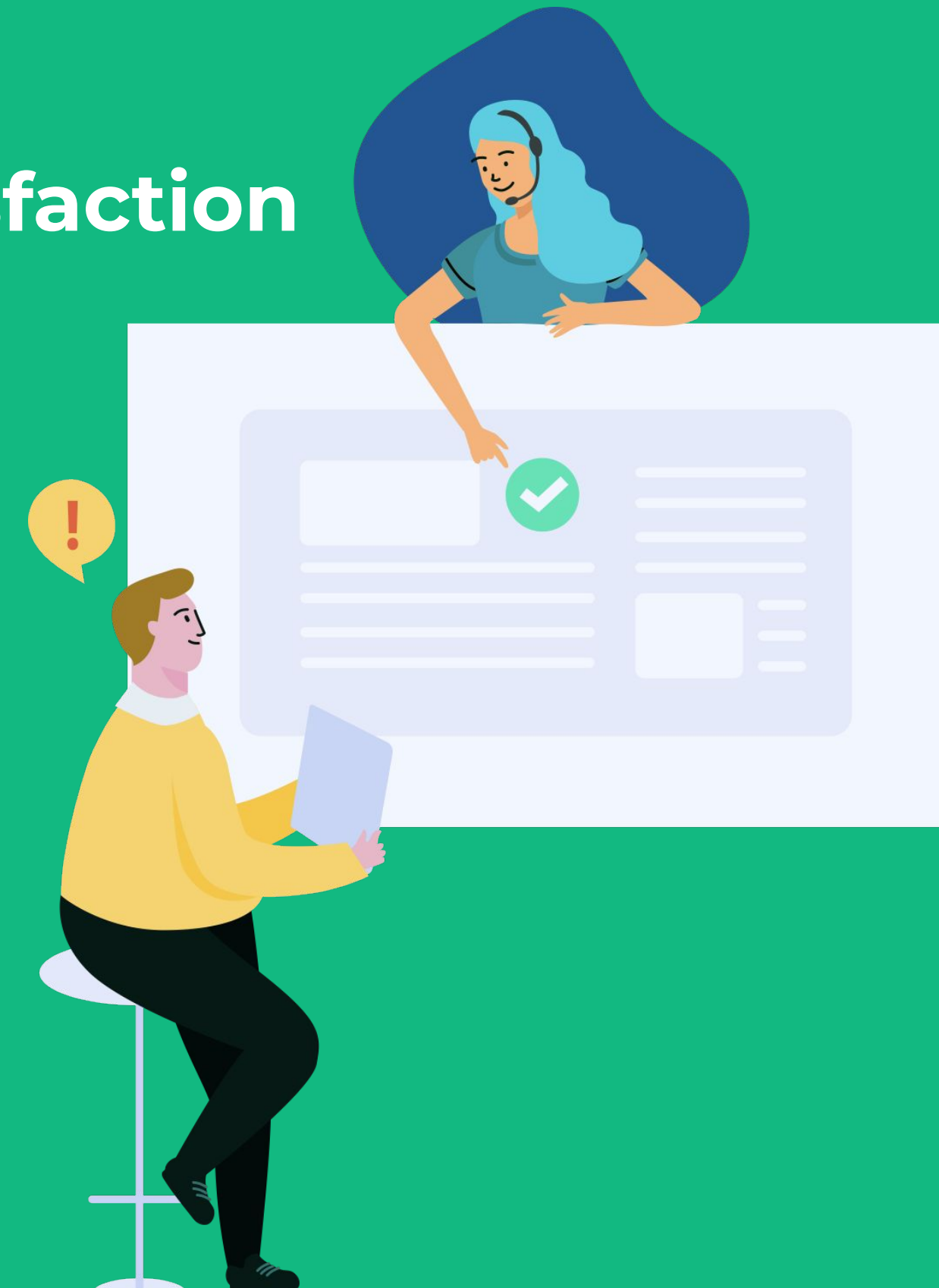


8. Associate Satisfaction = Customer Satisfaction

Measure agent / associate satisfaction

Metrics and tools used to measure agent satisfaction

Early warning systems - identify agents at risk



9. People Thrive in a Competitive Environment










Healthy competition is good

Transparency is good

Consider the tools / programs to support a healthy virtual environment



9. People Thrive in a Competitive Environment

<input type="checkbox"/>	#	AGENT		GOALS ACHIEVED	SCORE	PERF. POINTS	NET PROM...	FIRST RE...		
<input type="checkbox"/>	1	 Bill Jhonson	 	<div><div>4 / 4</div></div>	100	25,809	74.69%	546.77	85.21%	415.6
<input type="checkbox"/>	2	 Alie Lasiter	 	<div><div>4 / 4</div></div>	100	24,926	74.42%	565.61	88.02%	384.11
<input type="checkbox"/>	3	 Aadya Nguyen	 	<div><div>3 / 4</div></div>	99.702	25,139	73.37%	548.29	85.66%	375.82



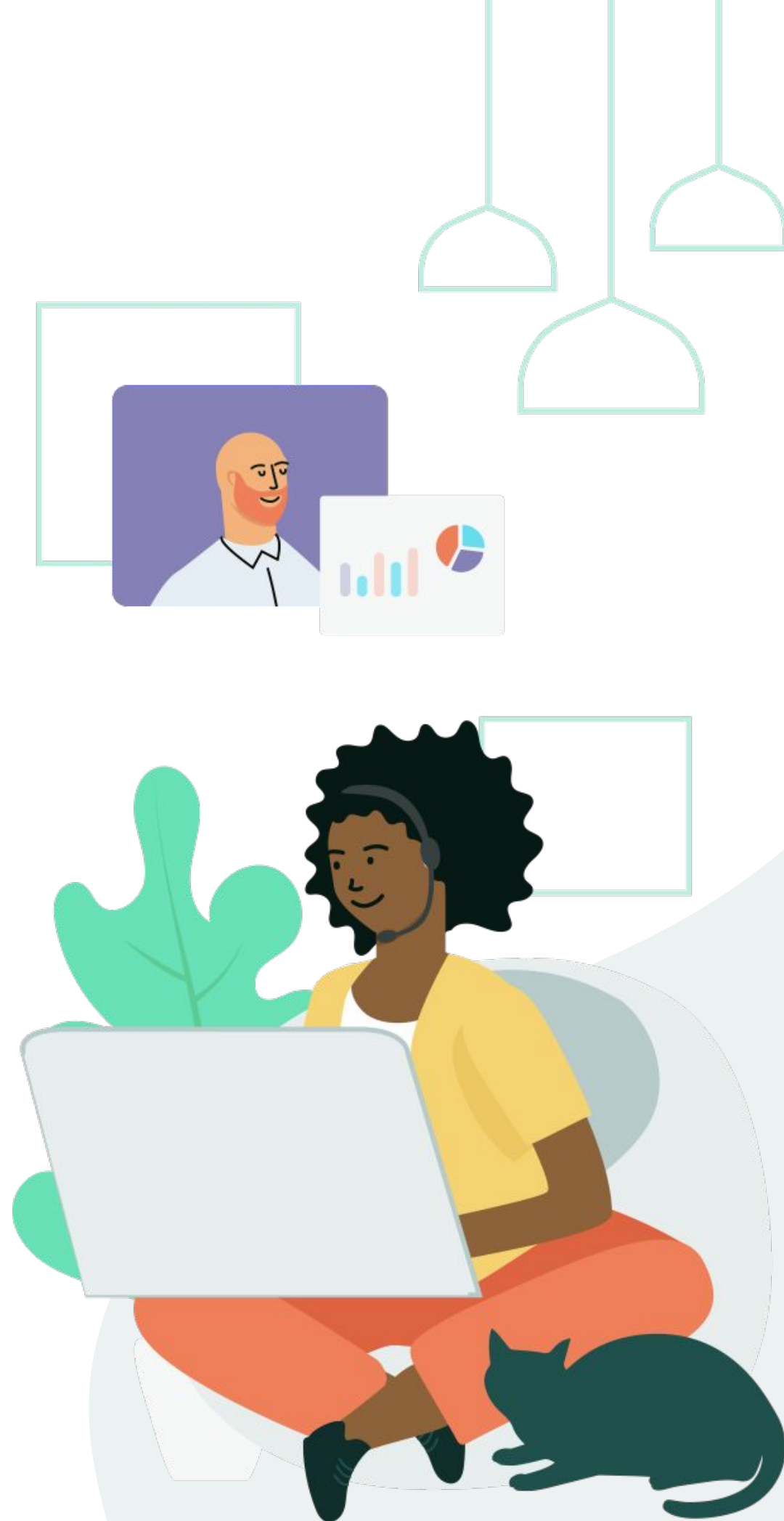
10. Continuous Improvement & Skills Development Are Crucial for Associate Growth

Virtual tools and formats

Self-paced, self-training methods

Train to work-at-home practices and skills





Close

Work from Home is a reality: part of every company's new workforce strategy

As you move to a higher mix of remote workers, Playvox can help create that environment

TURO

LIVE WEBINAR

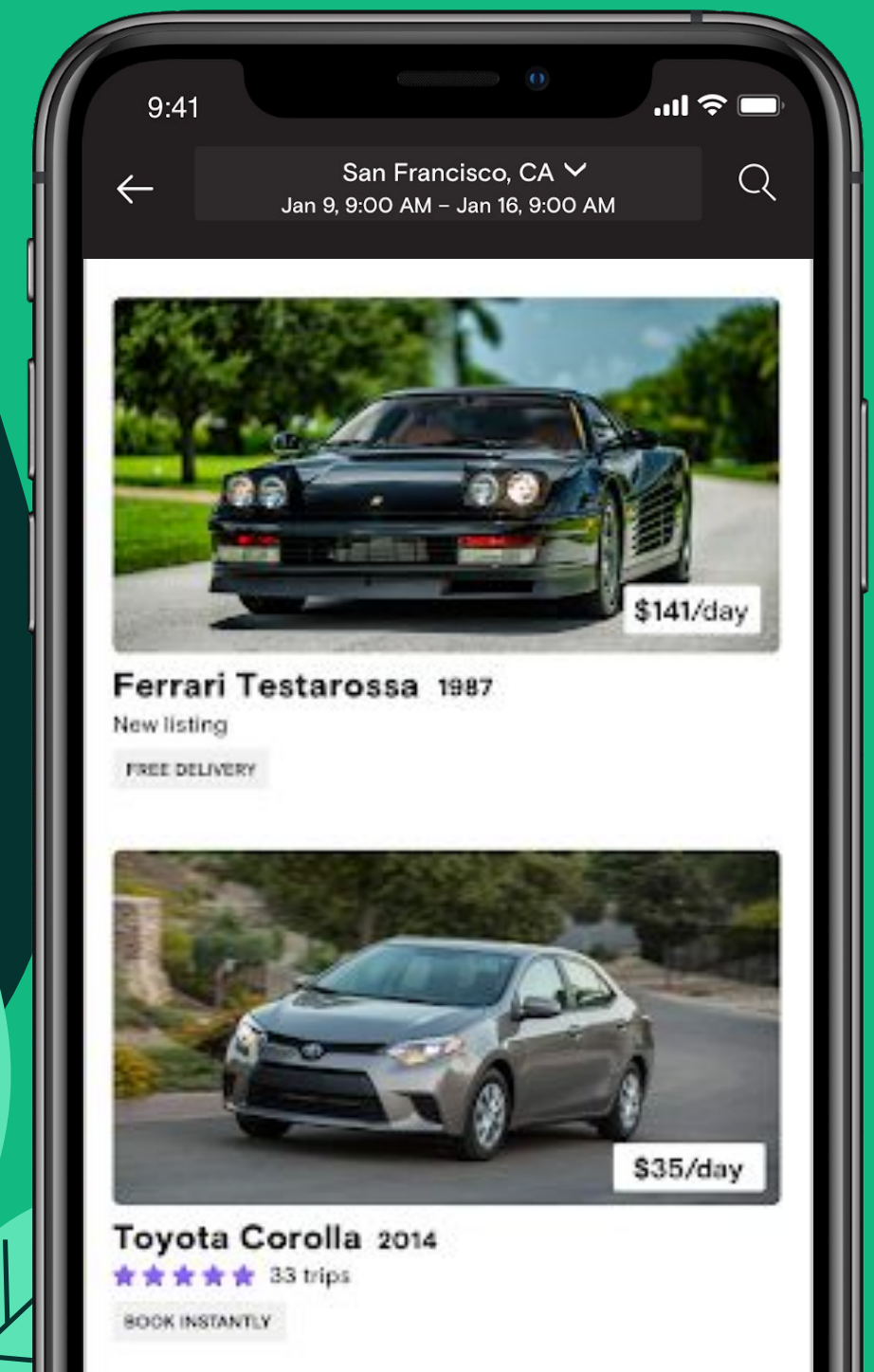
How Agent Experiences Fuel Customer Experiences

**Thur, April 16, 2020
11 am EST**

REGISTER NOW
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MICHELLE SEXTON
Operations QA Manager, Turo



Agent Optimization Suite

Training

Train new hires and conduct remedial training on the same platform.

Motivation

Recognize and reward your agents for achievements to goals.

Quality

Identify priority issues for agent coaching and training.

Coaching

Leverage team leaders to develop agent skills.

Performance

Track agent performance to key metrics.

