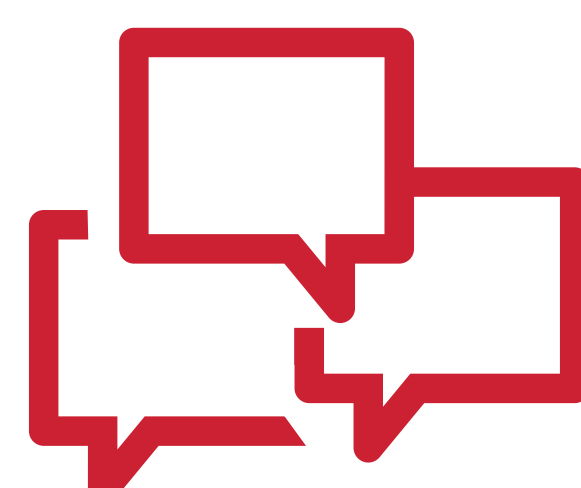


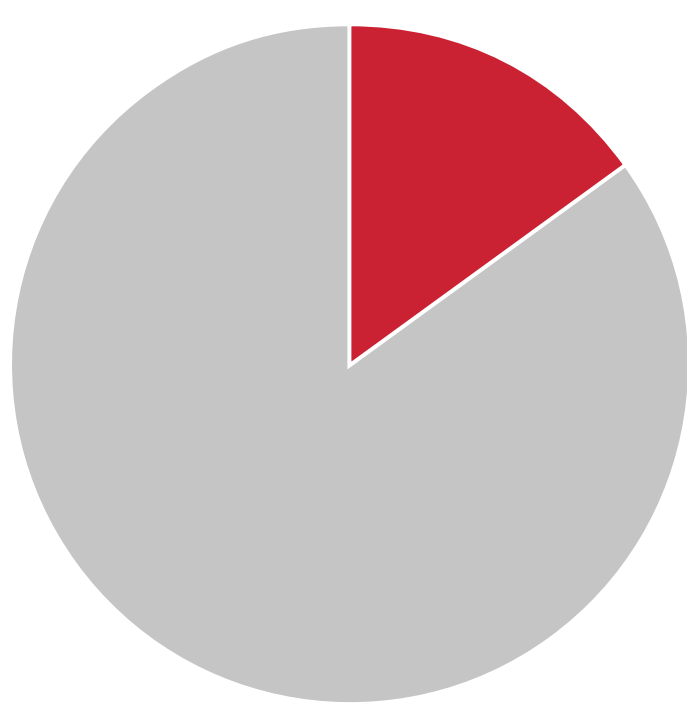
Employee engagement matters

7 tips to keep your remote agent workforce engaged

- 1 Simplify your agent desktop** by integrating multiple systems which reduces the numbers of windows agents have to juggle. You'll reduce cognitive load and handle time too.
- 2 Stay connected** with team and 1:1 messaging to keep agents engaged with team members, supervisors, and others, fostering productivity.
- 3 Ensure agents have easy access to SMEs** across the organization for the expertise to quickly resolve complex customer issues.



15%



Amount of their time that agents spend seeking information to do their jobs.

Source: Aberdeen Research

450%



Employees with outdated technology are 450% more likely to leave.

Source: Hanover Research

“Employee engagement matters. Disengaged employees cost US companies up to \$550 BILLION ANNUALLY. The time to change is now.”

–Frost & Sullivan, Building the Digital Workplace

- 4 Deliver interactive feedback** by including agents in the feedback process. Use targeted coaching to offer constructive feedback and present successful interactions.
- 5 Coach agents with video conferences** to keep your interactions dynamic with face-to-face conversations, so agents feel less isolated.



67% of younger workers say they prefer image-based tools at work.



59% want to use video tools more



“Customer service cultures are defined by leadership. They become a reality because of employees.”

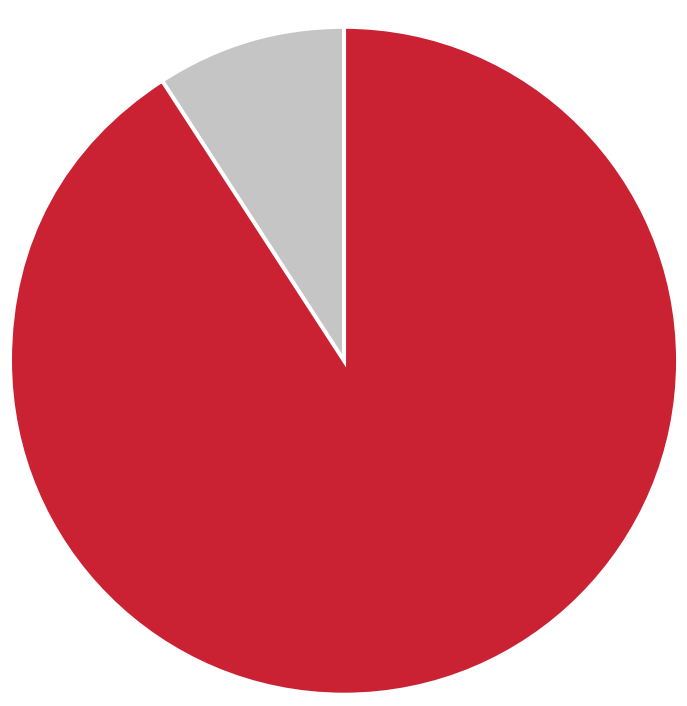
–Shep Hyken, Shepard Presentations

- 6 Share metrics to encourage teamwork** by informing agents with team and individual statistics. Now they share successes and see needed improvements.

- 7 Increase visibility** into day-to-day operations with real-time dashboards and robust analytics to keep a pulse on operations when your agents are remotely dispersed.



91%



of respondents say it's important to have a combined unified communications (UC) and contact center solution

Source: Enterprise Connect Research