



Intelligent Automation Solutions for Customer Service Teams

Remote Contact Centre Agent Support

Now that customer service organisations have shifted to a virtual contact centre model, many customer service teams have recognised new challenges with keeping agents productive and engaged. Managers and supervisors need assistance in this unique environment in order to keep up. Intradiem has an Intelligent Automation solution that addresses challenges faced by agents, supervisors, and managers no matter where they're working – at home or within the centre.

Agent Challenges

Challenge	Intradiem Solution
How do I keep up with my scheduled activities in this less structure work environment?	Schedule Adherence <ul style="list-style-type: none"> ▶ Set up rules to alert agents of upcoming scheduled activities
How do I receive training and updated policy communication remotely?	Training and Communications <ul style="list-style-type: none"> ▶ Find unexpected lulls in volume to push required training and communications updates
How do I receive coaching and touch base with my manager remotely?	Coaching <ul style="list-style-type: none"> ▶ Spend time with your manager when volume lulls unexpectedly and when your supervisor is available
How do I know if there is an urgent request or update outside of my shift hours?	Intraday Staffing – All Hands on Deck <ul style="list-style-type: none"> ▶ Receive texts or emails when urgent staffing needs are pending

Supervisor Challenges

Challenge	Intradiem Solution
How do I ensure my agents are logging in on time for their remote shifts?	Attendance Status <ul style="list-style-type: none"> ▶ Set up rules to be notified if agent has not logged at scheduled shift start time
How do I keep handle time in check when managing remotely?	Handle Time <ul style="list-style-type: none"> ▶ Receive alerts when agents are spending longer than expected in ACW, etc. ▶ Receive alerts when agents' handle time is trending downward – putting customers on hold too often

Intelligent Automation Solutions for Customer Service Teams

How do I know if agents need help with a call?

Handle Time

- ▶ Ask the agent if he/she needs assistant if time in particular states are longer than expected

How do I know if agents are having technical issues?

AUX State Adherence

- ▶ Ask the agent if he/she needs help if in an AUX state for longer than typical

How do I coach my agents remotely?

Coaching

- ▶ Leverage unexpected lulls to meet with agent virtually

Operations and WFM Manager Challenges:

Challenge

How do I make sure agents are logging in on time for their remote shifts? How do I make sure agents are logging out on time each day?

Intradiem Solution

Attendance Status

- ▶ Create rules to receive notifications if agents are late logging in before shift or haven't logged out once shift end time lapses

What do I do if I need more agents to urgently log in to handle unexpected spikes in volume?

Intradiem Intelligent Automation Solution – All Hands on Deck

- ▶ Use rules to email or text available agents who are not working to see if they are available to take calls for a period of time

Leverage Intelligent Automation Solutions for Your Remote Agent Workforce:

- ▶ Keep agents and supervisors connected
- ▶ Ensure agents have critical training and communications as policies need to shift to respond to ever changing conditions
- ▶ Urgently communicate to agent if overtime or additional shifts are available to pick up
- ▶ Easily monitor staffing on key queues and adjust staffing as needed
- ▶ Maintain the customer experience by keeping handle times in check
- ▶ Be aware if agents are having in call challenges, technical issues, etc.

For more information:
intradiem.com

