

## 3 Top Ways COVID-19 Is Impacting Contact Centers



Social customer care teams are swamped by 1:1 support



Contact Centers are rapidly deploying work-at-home agents



Many have seen volume decline (if they do not sell toilet paper) as society is narrowing their focus on core essentials

## 5 ways to help your contact center employees get through COVID 19 Pandemic



Be mindful of their emotions: They are always present, even if not displayed



Bring forth the Unspoken Fears Surrounding the COVID-19 Pandemic



Share Visions of the Future After the COVID-19 Pandemic



Let it go: trying to be rational to the irrational is futile



Reward and acknowledge good work

Learn more: <http://www.cxglobalmedia.com/how-to-help-your's-contact-center-employees-get-through-the-covid-19-pandemic>