

3 Key Strategies for Contact Center Work from Home Success



Alter Performance Management

Update your KPIs from your traditional metrics to reflect the performance and behavior you need for interpreting agent and supervisor performance.



Systemize Coaching and Agent Support

Implement a coaching and support system that will empower your supervisors with structure and anatomy that helps them to develop good relationships with agents and lead effectively.



Execute Continuous Training

Create a new learning and development plan for your new service deliver model that continuously feeds agents and supervisors learning opportunities to encourage motivation and results.

Learn more: <http://www.cxglobalmedia.com/3-key-strategies-for-contact-center-work-from-home-success>