

Staffing Challenges and Strategies for Smaller Contact Centres



6 Staffing Tips for Smaller Contact Centres

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Editor



Multi skill your agents



Any agent can handle any call

If you don't have multi skilling call routing, allow agents to sign into different groups

More info

<http://www.callcentrehelper.com/top-tips-to-make-your-workforce-more-productive-16542.htm>

Flexible Shifts



More info

<http://www.callcentrehelper.com/top-tips-on-flexible-shift-patterns-10958.htm>

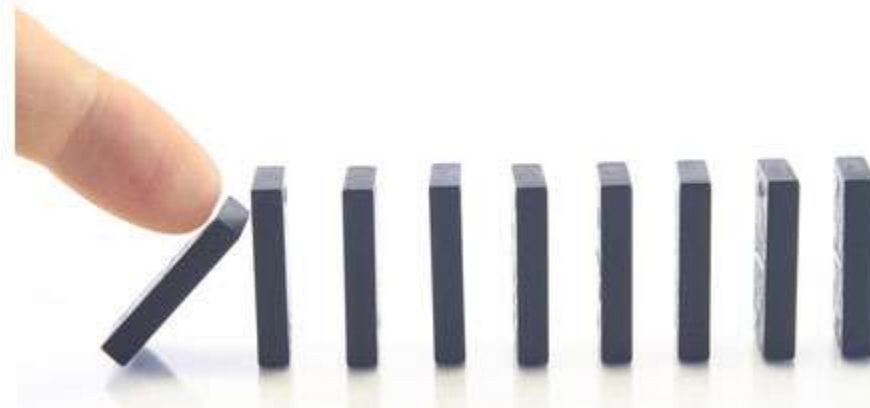
Banked Hours



More info

<http://www.callcentrehelper.com/the-best-shift-patterns-for-the-contact-centre-16763.htm>

The Power Of One



Article <http://www.callcentrehelper.com/the-power-of-one-22212.htm>

Free webinar <http://www.callcentrehelper.com/free-webinar-22nd-september-21995.htm>

Duvet Days



More info

<http://www.callcentrehelper.com/how-duvet-days-can-reduce-staff-absence-13318.htm>

Think beyond spreadsheets



Cloud based WFM solutions are more affordable for smaller contact centres

More info

<http://www.callcentrehelper.com/61-top-tips-for-workforce-management-technology-10030.htm>

Thank You

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