

CHALLENGES

Contact Center Technical Teams
Face Ensuring At-Home Agents
Can Still Deliver Flawless CX



What's That
You Say,
Mr. Customer?

There are many benefits to a traditional, in-house call center setup, including:

- Direct access to agents
- Control over technical work environment (hardware, software, network stability, etc)
- Ease in providing training and technical support to agents who are experiencing voice quality and connectivity issues



But in today's world, virtual call centers are on the rise. The business and agent benefits to this work model are too many to list, but do include heavy hitters, like cost savings, greater operational efficiency, flexibility, lower-pressure work environments leading to happier employees and lower agent turnover, from things like, for example, a global pandemic.

For these reasons, many call center agents are now working from home. But how does this impact the technical teams supporting agents through IT issues that affect CX? With agents spread all over the country - or world - providing first-line and more in-depth support is significantly more complex.

When Agents Reported Trouble Hearing Customers...



ON-PREMISE Tech Support Involves:

- Running a series of practiced checks at agent's cubicle:
 - Hardware (headset, mic)
 - Software
 - Network & ISP
- Diagnosing the source of issue causing jitter, packet loss, latency and other voice quality issues
- Resolving the issues



AT-HOME AGENT Tech Support Involves:

- Reviewing tickets submitted and assessing included information (often missing details, context, and data necessary for effective root-cause analysis)
- Contacting the agent for further data gathering (meanwhile the agent can't take calls with customers)
- Aggregating gathered information and then assess possible root-causes – a process that's highly inconsistent, undocumented, and likely approached differently by IT teams, further contributing to inconsistent results
- Working with agent to, if necessary, replicate the issues in order to determine resolution path
- Resolving the issues, or in many cases, give technical direction to agent on what to try in order to fix the problem

Contact center technical & Operational teams are reporting that this new process can take from **2 – 8 hours PER ISSUE**

3 TIPS

for Contact Center IT Teams to Meet the Challenges of Supporting Agents at Home:



Create a custom playbook of things to try that agents can use as a first-attempt resolution for more common sources of voice quality/connection issues



Host a series of training sessions focused on basic troubleshooting techniques, like hardware checks and software updates



If possible, dedicate a subset of your technical team to run a help desk specifically for connectivity and application troubleshooting for work-at-home agents to help mitigate the risk of losing productivity as employees struggle to solve simple and/or complex issues with their systems.

1 MUST-HAVE:

McIntosh & Associates, one of the leading Call Center Consulting firms focused on customer experience and operational excellence, advises that call centers with full- or part-time work-at-home agents invest in a remote call monitoring solution to ensure that agents have the technical support necessary to remain as efficient and effective as possible.



Cyara LiveVQ

The real-time voice quality and connectivity monitoring solution your contact center technical support team needs to:

- Accelerate Troubleshooting
- Simplify Root-Cause Analysis
- Reduce Effort & Mean-Time-to-Repair
- Improve Productivity & Quality of Customer Experience

LiveVQ is a lightweight, secure, and privacy-compliant Software-as-a-Service (SaaS) solution that runs in the background of agent workstations, passively monitoring calls and providing real-time data on things like Internet and network stability, reliability and hardware configuration. Any time quality degrades, LiveVQ alerts support teams to the issue.

Every alert contains all the data necessary to facilitate faster troubleshooting and resolution. This data is visually displayed in customizable dashboards that give contact centers IT teams historical, real-time, and trending views of voice quality metrics at the individual, team and aggregate levels.

Customer Smiles. Delivered at Scale.

Cyara is the world's leading Automated Customer Experience (CX) Assurance platform, headquartered in Silicon Valley. Cyara's cloud-based omnichannel assurance solutions for voice quality and chatbot testing accelerate the delivery of flawless customer journeys for enterprises while reducing the risk of customer-facing defects. Every day, major global brands trust the Cyara Platform to deliver customer smiles at scale.

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