



**Paddy Coleman**

*Founder & CEO*

# **Driving Employee Engagement with Agents**

# Signs of Engagement

## What Makes An Employee Highly Engaged?

HIGHLY ENGAGED

LOW OR NO ENGAGEMENT

Proportion of highly engaged employees experiencing this

Proportion of low or no engagement employees experiencing this

92%	Someone has talked about their progress	13%
97%	Someone encourages their development	10%
88%	They have been praised recently	13%
98%	They have opportunities to learn and grow	13%
74%	They have a best friend at work	19%
98%	Their manager cares about them	20%
98%	They view their job as important to the company	22%
91%	Their opinions count at work	19%
93%	Their colleagues are committed to quality work	44%
99%	They are able to do their best everyday	53%
98%	They have equipment needed to do their job	70%
99%	They know what is expected of them at work	89%



- Vigour - doing with energy and willingness

- Dedication - identifying with the company's purpose, doing the right thing

- Absorption - being totally focussed on the matter at hand

## Why Are Colleagues Dis-engaged



- Lack of flexibility
- Lack of Transparency
- Lack of Learning
- Pressure & Inertia

Thanks John Ames!

- **Difficulty** - forecasts and schedules take effort to create, and once in place require time and effort to adjust.

- **Workload** - handling change requests for a few people is easy, but NOT for a few hundred!

- **Risk** - no-one is rewarded for risking customer experience

- Regulations like 'lockdown' for weeks before C-day

- Slow leave request processing

- No, or very limited, possibility of changing schedules or parts of schedules

- Slow roll out of skills training and development programmes

## Transparency (aka Fairness)



- Why am I not happy with my shifts?
- Why do other people get holidays that I want?
- Why don't I get as much overtime as Bill?
- I'm sure my team leader gives Sheila the best jobs.

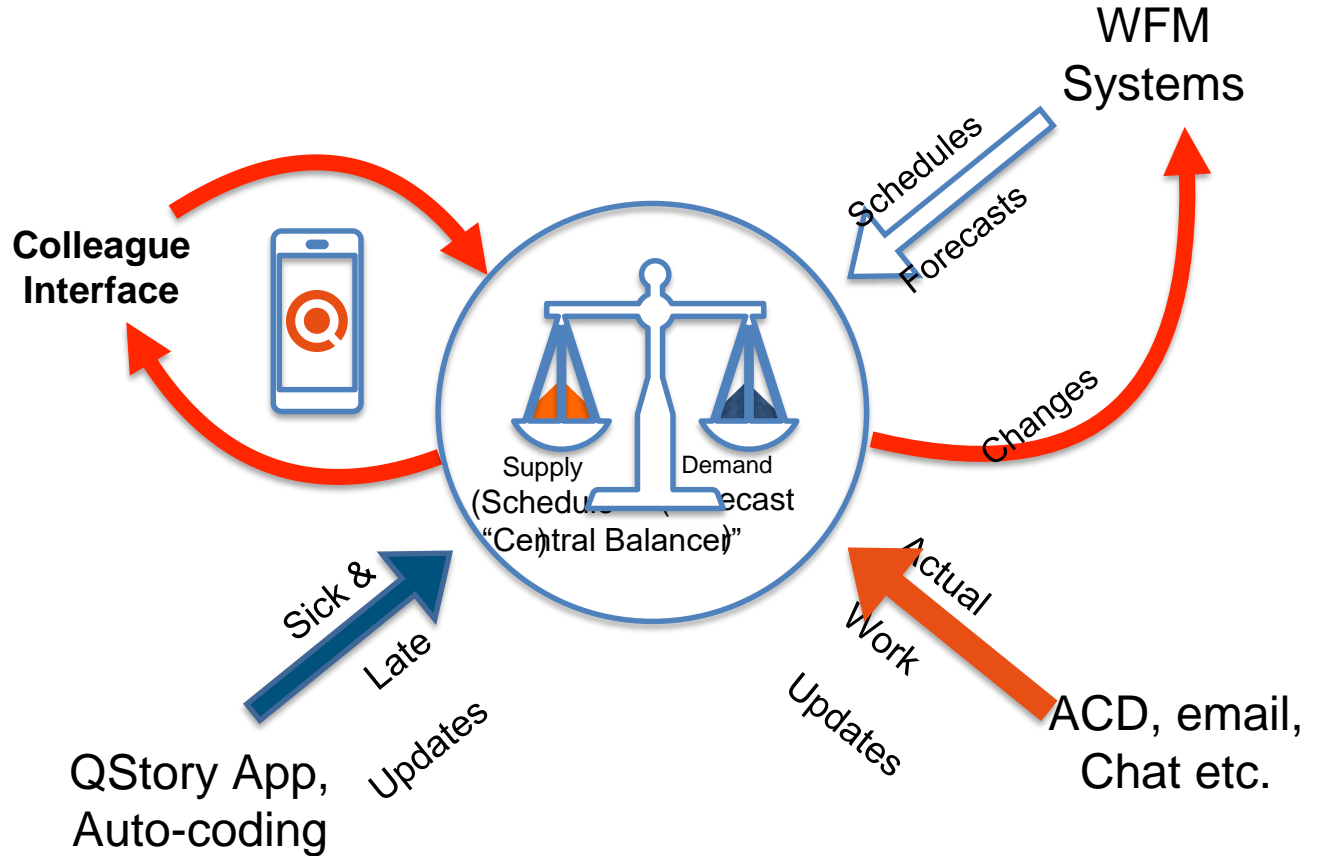
## A Technical Contribution to The solution

Despite what one might think, companies DON'T enjoy being inflexible or being perceived as unfair.

- Technology is at the heart of an improvement
- Machine based processing of requests removes restrictions, increases speed, and removes real or perceived bias.

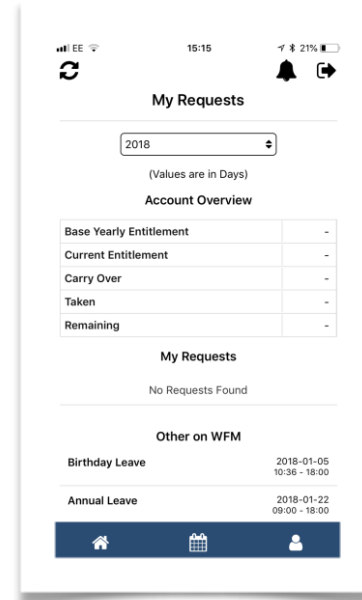
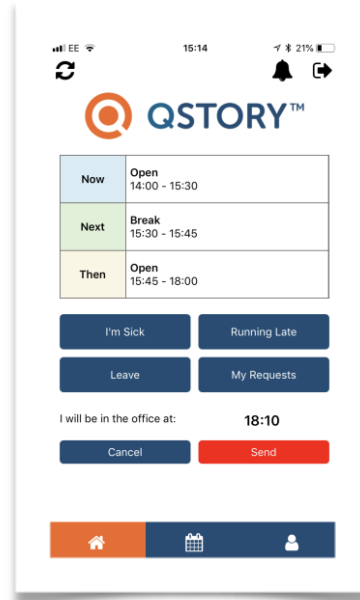
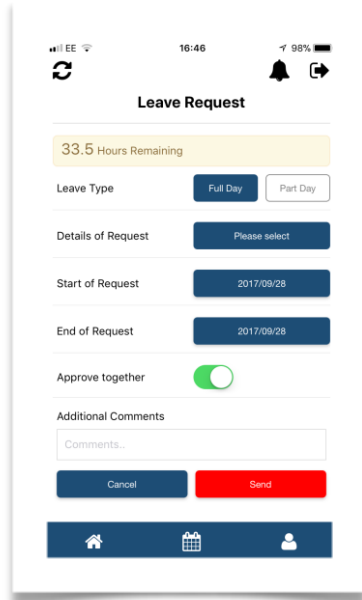
# Real-time Enablement

Sickness Notification
Late Notification
Overtime Availability Mgt
Voluntary Time Off Availability Mgt
KPI View
Push / Email / SMS Notifications
Auto Time Bank Mgt
Automatic Holiday Approval
Holiday Quota View
Schedule View
Account Management
Break Exchange
Break Match



# QStory can now enable TRUE empowerment

- Providing agents with flexibility - App tools
- Deregulating nonsensical restrictions - Automation & App
- Providing visible fairness eg in VOT and VTO allocation - App





Thanks

[www.qstory.co.uk](http://www.qstory.co.uk)