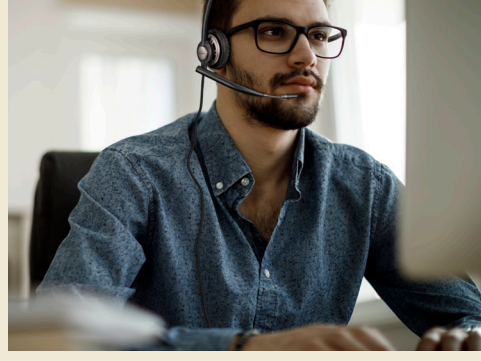


CALL CENTER SUCCESS IN THE NEXT NORMAL



With employees now primarily working remotely, the role of the call center has shifted drastically. Many customer service representatives (CSRs) are balancing a hybrid working model between home and office, while maintaining hugely important lines of communication with your company's most vital asset—the customer.

ARE YOUR CSRs SET UP FOR SUCCESS IN THE “NEXT NORMAL”?

CONSIDER THREE KEY QUESTIONS >

01

HOW CAN YOUR CSRs MAINTAIN AUTHENTIC, QUALITY CONNECTIONS WITH CUSTOMERS?

Only 21% of customers rate the digital experience of large multinational organizations as excellent¹. Corporations fall short of creating meaningful customer experiences when they rely too heavily on digital channels, such as chat, compared to live phone interactions.



02

HOW CAN YOU MIGRATE TO THE CLOUD IN A WAY THAT HELPS – NOT HURTS – YOUR BUSINESS?

50% of call center employees have moved to work from home². Businesses are now moving to the cloud to support remote working and enable CSRs with the right technology, wherever they are.



03

HOW CAN YOU EMPOWER CSRs TO BE AS MOTIVATED AND PRODUCTIVE AT HOME AS THEY ARE IN THE OFFICE?

70% of organizations researched are hiring more skilled agents to better address increasingly complex customer interactions³. These skilled workers are in high demand and can easily switch from one organization to another. Help them engage with their peers and feel appreciated for the challenging job they perform.



LEARN HOW TO POSITION YOUR CSRs FOR SUCCESS WITH OUR EBOOK:
BUSINESS AS UNUSUAL – CALL CENTERS TAKE ON A NEW ROLE.



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¹BT Global Services. "Autonomous Customer 2020." <https://www.globalservices.bt.com/content/dam/globalservices/documents/infographics/infograph-autonomous-customer-feb-2020.pdf> ²Mohamed Alaa Saayed, Frost & Sullivan. "Growth Opportunities in the Global Professional Headset Market Forecast to 2026." June 2020. ³Robin Gareiss and Irwin Lazar, Nemertes. "Intelligent Customer Engagement Supercharging Digital Customer Experience." 2019.