

# Employee engagement matters



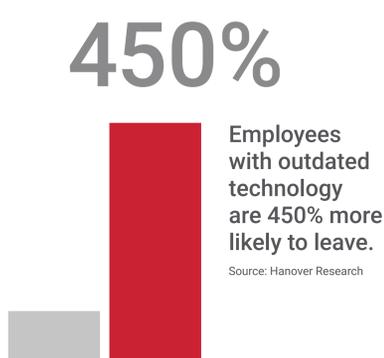
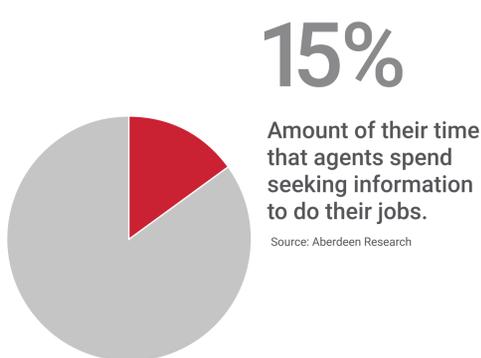
**7** tips to keep your remote agent workforce engaged

**1 Simplify your agent desktop** by integrating multiple systems which reduces the numbers of windows agents have to juggle. You'll reduce cognitive load and handle time too.

**2 Stay connected** with team and 1:1 messaging to keep agents engaged with team members, supervisors, and others, fostering productivity.



**3 Ensure agents have easy access to SMEs** across the organization for the expertise to quickly resolve complex customer issues.

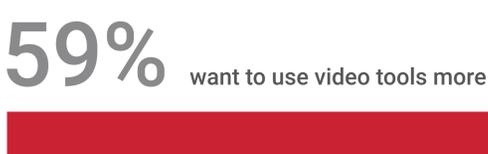
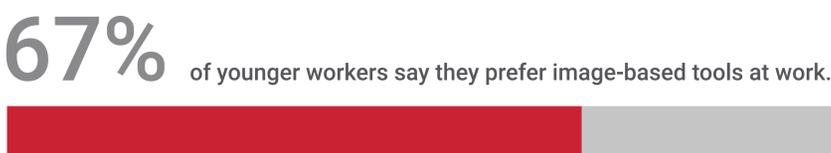


“Employee engagement matters. Disengaged employees cost US companies up to \$550 BILLION ANNUALLY. The time to change is now.”

–Frost & Sullivan, Building the Digital Workplace

**4 Deliver interactive feedback** by including agents in the feedback process. Use targeted coaching to offer constructive feedback and present successful interactions.

**5 Coach agents with video conferences** to keep your interactions dynamic with face-to-face conversations, so agents feel less isolated.



“Customer service cultures are defined by leadership. They become a reality because of employees.”

–Shep Hyken, Shepard Presentations

**6 Share metrics to encourage teamwork** by informing agents with team and individual statistics. Now they share successes and see needed improvements.

**7 Increase visibility** into day-to-day operations with real-time dashboards and robust analytics to keep a pulse on operations when your agents are remotely dispersed.

