As worldwide concern over COVID-19 (coronavirus) continues to grow, Avaya’s global team continues to pull out all stops to help our customers. In the coming weeks, we’ll continue to provide complimentary offers of our Avaya Spaces collaboration app. And now, we are offering help for our contact center clients around the world who are challenged with maintaining high levels of customer service while they make moves to keep employees safe in the face of this global health challenge.

Avaya is introducing special contact center offers that empower remote contact center agents, and we also want to share some best practices for organizations to consider.


A written policy should govern remote contact center agents with clear and uniform rules. The manager and agent should review the policies and procedures together. Focus on job responsibilities, organizational and departmental goals and objectives, customer impact, and employee work performance.

2. Select the Right People for the Job

Some employers see telework and good workers but may not be so lucky. Choose remote contact center agents carefully. You want to select the right people with a strong commitment to the company and who will get the job done (even when they are 8,000 miles away).

3. Ensure a Good Working Environment

Work environment guidelines should be carefully discussed with every remote contact center agent. Almost any room can serve as an office but selecting the right work area is essential to success. A dedicated office maximizes the contact center agent’s efficiency and comfort.

4. Equip Remote Contact Center Agents to Succeed

Remote contact center agents need access to the same subject matter experts as those who have supervisors and expert resources in the office. “Presence” is a technology that is familiar to users of instant messaging, where a list of names is accompanied by icons indicating whether each person is logged in. When presence is incorporated into a contact center, finding an expert is just as easy for the remote contact center agent as for the in-office agent.

5. Make Experts Readily Available

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6. Monitor and Manage

Monitor remote contact center agents to meet the same continuous improvement goals that apply to all agents. Predictable management check-ins with remote contact center agents ensure process and performance expectations are met. Remote contact center agents need to be included in team meetings so they can stay connected socially and culturally. Remember to keep training and mentoring remote contact center agents and to reward good performance.

Remote contact center agents need access to the same applications, tools, supervisors and peers as they do in the office. Likewise, supervisors working remotely need access to their contact center management tools.

VoIP depends on a solid internet connection which may not always be available. Ensure your IT department can evaluate each remote contact center agent’s internet performance before deploying your remote agent program. Provide easy-to-use documentation and job aids regarding how to log into remote network services like VPN, telephone services, etc., including password procedures.

To create an effective remote contact center agent program, you will need to balance the needs of your business with the needs of your team. Remember to keep training and mentoring remote contact center agents and to reward good performance.

You Can Do This!

FOR SUCCESS WITH REMOTE CONTACT CENTER AGENTS

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