

5 BEST PRACTICES FOR OPTIMIZING YOUR CONTACT CENTER AGENTS' EXPERIENCE

At the front lines of every customer interaction, contact centers are more important than ever. Now that hybrid work is here to stay, you have a unique opportunity to improve service, strengthen customer relationships, boost employee loyalty, and grab a competitive advantage. Here are some tips to help you do just that.



01

Invest in technology and training.

Keep your agents engaged and efficient during customer interactions by providing them with CX technology. With the right tools and training, agents are more likely to have a positive and productive work experience.

02

Launch a VoC (Voice of the Customer) program.

Integrate customer feedback with WFO for improved agent coaching and correlation of data with agent performance metrics. Already have a program like this in the works? Awesome. Could it use an upgrade?

03

Put a device support program in place.

Empower agents by giving them a stipend to purchase video cameras, headsets, laptops, and monitors — it'll make them feel invested in the decision. Pro-tip: Purchasing headsets and video cameras in bulk will reduce your equipment spending.

04

Centralize management of tech in home offices.

Agents are spending more time working from home and managing their audio/visual and network performance is essential. FYI: 54.2% of all companies and 61.1% of the most successful companies feel centralized management is vitally important.*

05

Make empathy a part of customer service training.

Empathy has become key to an organization's ability to persist and remain resilient in times of social and economic volatility. Slightly more than half of companies are making empathy a part of agent training, and 37.3% use it in agent performance analysis.*

Find out how agent experience can make or break customer experience. Dialing in their performance takes a mix of the right technology, analytics, and training.

Download the Metrigy white paper:

[Agent Experience Can Make or Break Customer Experience](#)