



COVID-19

# BEST PRACTICES ON REMOTE WORK

## WE ARE OBSERVING IN OUR INSTALLED BASE

A hands-on guide on how to make the best of  
your remote contact center workforce

Thanks to a secure, encrypted & cloud-based architecture supported by Microsoft Azure®, Collab provides customer support in every situation and ensures **business continuity**.

This guide shares our knowledge about **how the best contact centers are coping with the crescendo compulsory remote working**. We talked with our key partners and clients to offer you this Remote Work Best Practices Guide.

## Smart VPN usage

VPNs have their limitations; don't overload them with unnecessary traffic. Identify which programs are necessary to run in the VPN and ask your employees to use it only for those.



- Recommend your employees to **turn on the VPN only when needed** and to turn it off as soon as it is no longer necessary.
- **Ban streaming websites and services** such as YouTube when using the VPN.
- **Watch and control VPN traffic frequently** to optimize its functioning and avoid connection issues.

## Equip your team as you'd do in an office

**Hardware matters.** For keeping up with the good work, **employees must have functional devices** and feel that working at home is no different than in the office.



- **Ship to agents houses their desktop computers or laptops** to ensure they have the means to perform their daily tasks. Guarantee they have a good headset and other necessary components.



- In some cases, employees might not have internet connection with enough quality to perform their daily tasks. In this case, consider providing a **mobile broadband device**.

- Extra screens are proved to increase productivity in many cases. **Agents who work with multisession find them especially useful.** Consider shipping them to agents who are decreasing its productivity.

## Take care of your **core business**

Be prepared for the eventuality of having a big proportion of sick staff, unable to work.

- **Have a backup pool of staff** to rely on if a lot of your staff gets sick.
- **Avoid overflow staffing** by designating a back up outsourcing provider.
- Assess risks and the possibility of chain disruption. **Connect with your critical suppliers to understand their continuity plans.**

- **Set up a team dedicated to COVID-19**, with representatives across the company.
- **Ensure HR teams are in communication with any employee who feel ill**, who resides with infected individuals, and/or is infected or shows symptoms of the virus.
- Apply **location redundancy** and **task redundancy** to safeguard every aspect of your business. To do so you must have teams or employees capable of doing the same tasks or access the same files, located in different geographies.



# Routines are important

Most of the workforce is experiencing remote work for the first time. It's very likely that your employees house is not well suited to home working. Here's some guidance:

- **Stay connected with your team.** Reunite often via call or videoconference. This will help everyone feel connected and motivated.
- Be considerate with employees who have kids. Allow them to have **flexible hours but ask them to clearly communicate the working** hours with teammates and collaborators so that they know when to reach out.
- **Set up a workplace** in safe and serene part of the house;
- **Encourage video meetings.** The video allows comprehension of the audience's expectation and body language. The participants feel more compelled to participate and to pay attention.
- It can be challenging to unplug from work. **Incentivize healthy practices** such as home exercise, drinking plenty of water and making time for meals and breaks.



## Manage Metrics

Each company must plan its resources for the upcoming months according to the fact that more people are staying home.

- Your call volume can go up because of the Coronavirus. Study and strategize demand and adapt to the current circumstances. **Use predictive mathematics and establish a plan for the best and worst case scenario.**
- Customers may do several attempts to ping the contact center. As a result, the same customer may have a few emails in queue. Manage these scenarios wisely by **wiping the emails from queue** if a customer call arrives or if an agent resolves the issue.
- On times of crises, reporting and monitoring must look on the metrics the that are not volatile to circumstances. **Focus on productivity KPIs** and let go qualitative indicators such as retention and customer satisfaction.

## Still at the office?

If you won't jump into 100% remote work, **establish sanitary and health measures** across all the office and contact center.



- Keep disinfectant wipes and/ or hand sanitizer everywhere;
- Increase spacing between chairs;
- Increase cleaning frequency. If necessary, ask call center reps to clean their workstation at the beginning and end of their shift;
- Do not allow headset sharing;
- Clean bathrooms and common rooms and spaces multiple times throughout the day.

## Leverage online tools

Rely on collaborative services and file sharing web services.



**Microsoft Teams is a unified communication and collaboration platform** that combines persistent workplace chat, video meetings, file storage (including collaboration on files), and application integration. **Microsoft is offering free Microsoft 365 6-months trial in response to the COVID-19 (coronavirus) outbreak.**

- For file sharing rely on cloud providers like **OneDrive** and **GoogleDrive**. You can use **WeTransfer** or **MyAirBridge** to emailing bigger files.
- Use a messaging or chat application to be in touch, like **Teams, Whatsapp and Skype**.



# Promoting Business Continuity Across The World

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