ACTIONS CONTACT CENTER TEAMS CAN TAKE NOW DURING THE COVID-19 CRISIS

REDUCE THE STRAIN ON YOUR CONTACT CENTER & MAINTAIN CUSTOMER SERVICE

The current world crisis presents new challenges for contact centers and customer service teams. Employees have transitioned to a remote and virtual workplace, customer inquiries have increased or have to be managed with a decreased staff, and frequent communications are more important than ever. Here are some quick tips to maintain customer service levels and improve agent productivity.

OFFLOAD INBOUND COMMUNICATIONS

Manage inbound inquiries by directing phone calls, text messages, or social messages to an automated option to share the workload with your agents. Use a virtual agent bot for FAQ-style information and then pass on the more complex questions to a live agent.

AUTOMATE CUSTOMER SERVICE TASKS

Another way to offload agent work is to create self-service options for your customers. Use chat bots and automated workflows that allow customers to take care of the basics such as balance checks, bill payment, and order status will deliver a great experience, and free up agents for customer issues that need more attention.

SEND EMPLOYEE AND CUSTOMER NOTIFICATIONS

Help cut down on the number of inquiries from both customers and employees by keeping everyone in the loop with proactive communications. Let customers know new operating hours, product availability, or actions your business is taking to address the crisis. Provide employees with schedules or changes to company policies.

MAKE IT HAPPEN WITH ATMOSPHERE® CPAAS

Atmosphere® CPaaS is the toolkit you need to offload work from your agents and ensure customer satisfaction. Quickly upload a list and send out messages using Atmosphere® Engage in a matter of minutes. Use in combination with Atmosphere® SmartFlows for more customized and automated voice, SMS, or social channel notifications. Automate customer service processes and set up chat bots with Atmosphere® SmartFlows. Set up patterns that ensure that inbound communications are sent to the right agent based on geographical and time zone guidelines. While some of these solutions may sound complicated to put into place, we've got your back with pre-built templates and a team of experts who can develop and deploy for you!