

Brief Overview

Advanced remote management and monitoring tools that ensure a successful at-home agent deployment.

Key Features

- Remote monitoring (monitor, coach, barge)
- Intuitive administrator and supervisor portal
- Unified reporting
- Workforce management with real-time adherence and schedule management
- Processes to measure and track overall operations performance
- Direct customer-to-agent feedback
- Training on the agent desktop
- Quality management
- Voice recording
- Intuitive agent interface
- Secure connections
- Flexible connectivity options
- Business continuity
- Easy deployment

inContact® At-Home

Implementing a work-at-home program doesn't have to be a challenge

inContact's reporting, recording, monitoring and workforce optimization tools bring clarity to the issue of at-home agent management. Now your operation can reduce expenses without sacrificing agent oversight or customer service. With the inContact solutions, at-home agents are integrated into the overall system and managed no differently than their counterparts in the office.

Agent Routing and Connectivity

inContact provides multi-channel routing to agents located virtually anywhere in the world. At-home agents process interactions such as voice, email, chat, fax, or social media alerts via an intuitive web interface to ensure easy maintenance of home computers. Since connectivity options vary across locations, inContact provides a range of flexible connectivity options to ensure you can pick the ones that make the most sense.

Agent Recruiting

Your recruiting efforts can pull from a coast-to-coast market of experienced agents, giving you a larger pool of potential candidates to pull from. Additionally, inContact makes the hiring of at-home agents easier by providing your contact center with a web-based skills assessment tool to ensure the agents are the right fit for at-home work regardless of their location.

Remote Supervision and Management

With the inContact management tools, supervisors can monitor and record the calls of at-home agents or coach the agents with a single click, just like calls handled in the office. Further, supervisors can also barge in on calls if necessary. Real-time reports are available on the supervisor's desktop, and changes to a remote agent's skills and contact routing can be made on the fly. Supervisor/remote agent relations are easily managed via phone or chat.

The optional Quality Management solution allows supervisors to score recorded calls. And, inContact's survey tool allows supervisors and agents to get real time feedback from customers to ensure quality.

Schedule Management

By leveraging and using inContact's market-leading WFM solution, you can ensure your at-home program is a success. inContact WFM provides

contact centers with an integrated tool to not only schedule agents but also publish and communicate them to their at-home agents. Further, it provides a platform to manage requests, shift bidding/swapping, and agent self-service.

Training and Education

Training at-home agents could be expensive and time consuming if your only option is to train them at your facility. inContact offers an eLearning solution that allows you to push agent training courses right to the agent desktop. These can be used to on-board agents or for continued education.

Training and Education

- Establish specific at-home policies that address the home working environment. This includes check-ups, noise, ergonomic furniture, and security.
- Provide at-home agents with the necessary equipment and tools necessary to succeed.
- Skill and personality requirements of at-home agents differ from those in the traditional call center facility. Adjust your selection and hiring process to account for at-home agents. inContact can help assess at-home agent candidates with our inContact Hiring solution.
- Ensure your at-home agents are supported by readily accessible subject matter experts.