



Workforce Automation

Remote Agent and Contact Center Solution

Customer service organizations quickly shifted to a virtual contact center model. Most of these call center agents have never worked from home. Many call center managers are not accustomed to remote management. Intradiem has a solution that addresses challenges faced by agents, supervisors, and managers no matter where they're working – at home or within the center.

Agent Challenges

Challenge	Intradiem Solution
How do I keep up with my scheduled activities in this less structure work environment?	Schedule Adherence <ul style="list-style-type: none"> ▶ Set up rules to alert agents of upcoming scheduled activities
How do I receive training and updated policy communication remotely?	Training and Communications <ul style="list-style-type: none"> ▶ Find unexpected lulls in volume to push required training and communications updates
How do I receive coaching and touch base with my manager remotely?	Coaching <ul style="list-style-type: none"> ▶ Spend time with your manager when volume lulls unexpectedly and when your supervisor is available
How do I know if there is an urgent request or update outside of my shift hours?	Intraday Staffing – All Hands on Deck <ul style="list-style-type: none"> ▶ Receive texts or emails when urgent staffing needs are pending

Supervisor Challenges

Challenge	Intradiem Solution
How do I ensure my agents are logging in on time for their remote shifts?	Attendance Status <ul style="list-style-type: none"> ▶ Set up rules to be notified if agent has not logged at scheduled shift start time
How do I keep handle time in check when I managing remotely?	Handle Time <ul style="list-style-type: none"> ▶ Receive alerts when agents are spending longer than expected in ACW, etc. ▶ Receive alerts when agents' handle time is trending downward – putting customers on hold too often

WFA Remote Agent and Contact Center Solution

How do I know if agents need help with a call?

Handle Time

- ▶ Ask the agent if he/she needs assistance if time in particular states are longer than expected

How do I know if agents are having technical issues?

AUX State Adherence

- ▶ Ask the agent if he/she needs help if in an AUX state for longer than typical

How do I coach my agents remotely?

Coaching

- ▶ Leverage unexpected lulls to meet with agent virtually

Operations and WFM Manager Challenges:

Challenge

How do I make sure agents are logging in on time for their remote shifts? How do I make sure agents are logging out on time each day?

Intradiem Solution

Attendance Status

- ▶ Create rules to receive notifications if agents are late logging in before shift or haven't logged out once shift end time lapses

What do I do if I need more agents to urgently log in to handle unexpected spikes in volume?

Intraday Staffing- All Hands on Deck

- ▶ Use rules to email or text available agents who are not working to see if they are available to take calls for a period of time

Leverage Workforce Automation for Your Remote Agent Workforce:

- ▶ Keep agents and supervisors connected
- ▶ Ensure agents have critical training and communications as policies need to shift to respond to ever changing conditions
- ▶ Urgently communicate to agent if overtime or additional shifts are available to pick up
- ▶ Easily monitor staffing on key queues and adjust staffing as needed
- ▶ Maintain the customer experience by keeping handle times in check
- ▶ Be aware if agents are having in call challenges, technical issues, etc.

For more information:

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New Efficiency Opportunities.
More Engaged Agents.
Better Customer Experiences.