



How Your Employees Can Effectively Work From Home

cxceed

How Your Employees Can Effectively Work Remotely



As COVID-19 (Coronavirus) continues to spread across the world as a global pandemic, it is impacting businesses everywhere?

This white paper will discuss the impact of COVID-19 on the world's economy, businesses, and how you can ensure your employees can work effectively from home.

How The Virus Will Affect Global Economies

Many countries have already imposed self-isolation, such as Italy and Spain closing their borders, the UK has banned all business travel unless classed as a 'key work', and major events are off, causing businesses to miss out on the income otherwise generated. The impact on the global economy is inevitable, and has already begun to take its toll, but to what extent?

The impact it will have is highly dependent on the length and evolution of the virus outbreak, with sources such as McKinsey & Company expecting two different types of economic recovery:

Type 1: Delayed Recovery

Large-scale quarantines, travel restrictions, and social-distancing measures drive a sharp fall in consumer and business spending until the end of Q2, producing a recession. ⁽¹⁾

Consumers stay home, businesses lose revenue and lay off workers, and unemployment levels rise sharply. It takes until Q4 2020 for European and US economies to see a genuine recovery.

Type 2: Prolonged Contraction

Demand suffers as consumers cut spending throughout the year. In the most affected sectors, the number of corporate lay-offs and bankruptcies rises throughout 2020, causing a self-reinforcing downward spiral.

The global economic impact is severe, approaching the global financial crisis of 2008–09. Recovery only begins in Q2 of 2021.

How Businesses Are Directly Impacted By COVID-19

It goes without saying that the largest impact on businesses is likely to be a reduction in demand for their products or services, depending on their industry. That is not what this report is going to focus on – we want your business to keep going, and so, will focus on how you can continue to operate effectively.

Apart from the clear impacts of profitability, the virus outbreak has already, and will continue to, result in a change to the working lives of many employees.

Workers are now being advised to work from home if they can, to minimize the spread of COVID-19, and in some countries such as the UK this has been forced into practice, with only 'key workers' allowed into 'the office'. Whilst some organisations may be built around working from home, many are not and this will provide a new challenge for managers and directors. The way in which businesses adapt and overcome this obstacle will greatly determine their success during these testing times.

Challenges and Solutions Faced From Remote Working

Problem: Employees Being Able To Communicate With Customers

When your employees cannot attend the office, they still need to be able to communicate with customers as normal. The trouble is, your customers expect contact from your business via the company number advertised – not a random home phone number!

Solution: Voice over Internet Protocol (VoIP) telephone systems.

Businesses that invest in VoIP systems do not have to worry about their employees not being able to contact customers. By making a few configurations, and connecting the telephone system to the internet, all phone calls your business receives are directed to your employees at home.

All your employee needs is an internet connection. Any calls made by employees will then appear from the company number, meaning that as far as the customer is concerned, they're ringing your office, no matter where your employees are.

Problem: Prioritising Work

When at home, it is all about having self-motivation to get the job done as there is no one else to oversee the work and ensure they are sticking to the schedule.

Solution: Many businesses use project management tools, in which all employees in a certain department are invited to.

The manager, or employees, can then add tasks that need to be done within a specific time frame, which can then be assigned to individuals.

This adds a certain level of “pressure” to employees as they know everyone can see the tasks they have done, and more importantly, have not done.

Problem: Employees Not Having The Correct Tools

You would not ask a builder to build a house without using the tools they need, so why would you expect your employees to work without all the software they have at work?

At home, it is highly unlikely your employees will have all the tools necessary to perform their job, like they would in the office work. A lot of software and hardware is expensive, so it would be unfair to expect your staff to have it all at hand.

Solution: Give them the tools.

If you want your staff to be able to work as effectively remotely, you need to make sure they have access to everything they normally would.

This could mean a number of things, from letting them take home laptops or buying extra licences, phone systems, or computers that can be used from home. Sometimes it might be as simple as sharing a password or letting them take something home, other times it might require the credit card to be used.

Being Unable to Guarantee Your Staff Are Putting In The Same Effort

Unfortunately, and by no one fault, we are all guilty of relaxing and lowering our standards. For any manager, this is probably one of the biggest fears.

At least you know (in most cases) that when you are in the same office, or building as your staff, they will be conscious to not let standards slip, in case they get caught in the act.

However, when they are at home, what is stopping them sending a sloppy message whilst watching Friends on Netflix? Or trying to hurry up a phone call, so they can get back to the latest drama in the group chat?

There are so many distracting possibilities that could ultimately cost your business a fantastic reputation, as well as valuable income, both in the present and future.

When your employees are your first point of contact for customers, how can you even begin to think about risking it?

Cxceed is the solution to your biggest fear, and we're going to show you how.

The Solution You've Been Looking For

Before we get into the solution, let's make sure we're all on the same page about the purpose of Cxceed.

Our goal is to help businesses deliver a better customer experience by improving their conversations with customers.

How do we do this? By connecting to your phone systems, mail-servers and CRM software, our Enterprise-level software automatically collects valuable information via Benchmark Surveys and Customer Feedback Requests.

By collecting your customers feedback from the communications they're having with your staff, and using specially developed AI, Cxceed highlights only the interactions that require your attention.

Rather than spending countless hours searching through every conversation your staff are having with customers, you can evaluate the best and the worst in minutes.

So, let's take a look at how Cxceed can help maintain and improve the efficiency of your remote workers.

How Cxceed Can Help Your Employees Work Remotely From Home

Compare Customer Opinions Over Time

If you begin your businesses journey of improvement with Cxceed before everyone starts to work from home, you can use Benchmark Surveys to compare your customers opinion before and after self-isolation.

The responses to these Benchmark Surveys you send out will give you a numeric score, which you can use to compare against later down the line after everyone has begun to work from home.

If the scores have gone down, then you know some improvements are needed to effectively operate from home, and if they have gone up, great! It might be something to consider when you can all go back to the office.

Collect Customer Feedback

When your employees aren't doing a good job, then your customers and clients will not be best pleased. Rather than waiting for them to spread negative reviews and let the world know how terrible you suddenly are, it is much better to proactively request feedback

Cxceed sends out Feedback Requests to your customers after staff have communicated with them. By doing so, you will be able to find out how satisfied they were with the individual interaction. You can fully customise these feedback forms to target any areas you may be concerned about, or want to ensure that standards do not slip.

If your customers weren't happy about any aspect of their interaction with your staff member, you will be the first to know, as well as be told exactly what they did not like about it.

Depending on your employees, you can choose the percentage of conversations that have feedback requests sent.

If this is the first time your employees have worked from home, it would be recommended to have a higher percentage of feedback requests. Then, over time, this can be reduced as confidence is gained in your employees ability.

When integrating Cxceed with your API, the system will automatically send out requests, so you and your team can spend time on more important tasks, such as evaluating or talking to customers.

Telephone calls via VoIP systems, and emails can all be easily connected to the system, even if your employees are working from home.



Be Able To Evaluate Conversations Your Employees Are Having

As mentioned, one of the scariest parts of allowing employees to work at home is being unable to proactively evaluate how they're doing. Will they start sending sloppy, error filled emails, or forget their phone-manners?

With Cxceed, you don't have to worry about this.

A combination of returned feedback and AI means that you can easily evaluate the conversations that need your attention. Instead of having to waste hours reading and listening all the communications being had with customers, you can spend minutes evaluating the ones that actually need it.

These conversations can be assigned to the individual who undertook the interaction, supervisors, managers, or even colleagues.

Involving everyone in the evaluation process creates a unique level of transparency, that allows the whole team to learn from each other, even when they are not in the same office.

As time passes, you will be able to keep a track of employee progression through the results of future evaluations, as well as customer feedback.

Employees will also keep their standards up as they know any conversation can be up for evaluation.

Train Your Employees From Anywhere

No-one can be sure how long we may have to work from home for. So, how do you continue to train and improve your staff?

Easily!

You can mark the best and worst communications your employees are having for training. Once done, they can be assigned to any employee using Cxceed, where they can listen to or view the communication, and evaluate what was done well, and not so well.

After this has been done, you can see how their given scores align to your expectations. If they are being too generous, or too harsh, you can leave a note for them, or hold a calibration session with them over the phone or via a video conference.

By doing so, it becomes easy for everyone to understand the expected standards, and ensure they can implement it into their interactions with customers. Should you get any new starters to your company, you don't have to worry about being able to give them face-to-face at training.

To get them up to speed with the standards of the company, you can assign them a selection of the best and worst interactions.

This gives them an idea of what to expect from your customers, whilst immediately increasing their communication skills and knowledge of how to handle various situations.

All this can be done with the click of a button, and can be accessed by your employees wherever they may be.

Get Started Today

You don't have to wait for your business to go into self-isolation before you start to use Cxceed. Our Quality Assurance Software helps your business deliver a better customer experience, whether your staff be in the office, or at home.

With Cxceed, you will be able to keep staff motivated, whilst providing a fantastic customer experience, seeing improved growth rates, as well as increased profits.

Visit www.cxceed.com to get started!



Footnotes

McKinsey & Company: (1) <https://www.mckinsey.com/business-functions/risk/our-insights/covid-19-implications-for-business>

cxceed

Tel: +44 113 344 0181

contact@cxceed.com

1 Lower Tofts Rd, Pudsey, LS28 7RN

© 2020, Cxceed Limited. Registered No 06762372.