



NOBLE SYSTEMS

The Benefits of a Flexible Contact Centre



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CCMA
Customer Contact
Management Association

BENEFITS OF A FLEXIBLE CONTACT CENTRE



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A LITTLE ABOUT US



Founded in
1989

Contact centres
are in our DNA

Year-over-year
Growth & Profitability



We succeed through our
clients' success



200+
Patents

Our company culture
drives innovation



Service &
Support
Across **6**
Continents

Every day, 4,000+ contact centres rely
on our people & technology

Over
500
Employees
Globally



Attracting, retaining, rewarding
the best & brightest



100+
Awards & Accolades

Best-in-class solutions
that enrich the end
user experience

NOBLE SYSTEMS

Customer Engagement | Employee Engagement | Business Optimisation



NOBLE
CC



NOBLE
WEM



NOBLE
IQ

AGENDA

- The benefits of a more flexible workforce
- Sysnet Global Solutions Q&A
- Overcoming the Challenges:
 - Motivating and engaging your remote agents
 - Driving and managing performance for remote teams
 - Managing Security and PCI Compliance



BENEFITS OF A MORE FLEXIBLE WORKFORCE

▶ SCHEDULING

Improved flexibility

▶ SKILL SET

Greater choice

▶ WIDER RESOURCE POOL

Recruit resources from anywhere

▶ DEAL WITH PEAKS EFFECTIVELY

Dynamic resourcing

▶ ENVIRONMENTAL

Less travel, less space

▶ LOWER COSTS

Fewer desks, lower cost shifts



2 out of 3

people believe that the
traditional office setup will
be obsolete by **2030**.



EMPLOYEE SATISFACTION



90%

of employees say more
flexible arrangements
increase morale

POLL

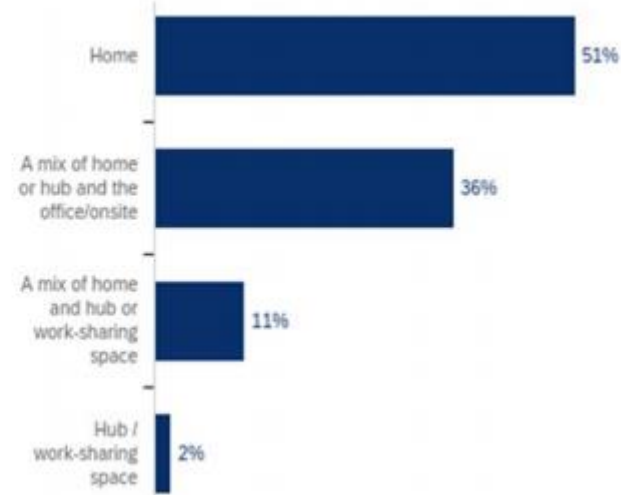
Where do you expect your contact centre agents to be located in 6 months' time?

- Everyone working remotely
- Individual agents always in the Contact Centre, or always remote
- Individual agents split their time between the Contact Centre and remote
- Everyone back in the physical contact centre

REMOTE WORKING AFTER THE CRISIS

In terms of **location**, for those who would like to work remotely after the crisis is over:

- 51% would like to work from home
- 36% would like to work a mix of from home/hub or work-sharing space and onsite
- 11% would like to work in a mix of home and hub/work-sharing space
- 2% would like to work solely in a hub/work-sharing space



Source: Whitaker Institute, NUI Galway - Remote Working National Survey May 2020

OVERCOMING THE CHALLENGES

MOTIVATING AND ENGAGING YOUR REMOTE WORKFORCE

CHALLENGE:

- Remote workers feel less connected
- Supervisors unable to see when staff are struggling
- Staff struggle to focus when working remotely
- Can be difficult to engage teams

SOLUTIONS:

- Intra-agent chat to help staff engage with each other
- Gamification solution:
 - Increases focus on desired outcomes
 - Creates competitive environment remotely



NOBLE SYSTEMS CUSTOMER Q&A WITH SYSNET GLOBAL SOLUTIONS



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DRIVING AND MANAGING PERFORMANCE

CHALLENGE:

- Effective Management Information to review performance
- Making interventions is harder when staff are remote
- Some staff may never meet their supervisor in person
- Harder to train agents and for them to share knowledge

SOLUTIONS:

- Real time and historical MI to see how staff are performing
- Remote monitoring – and real-time assistance
- Speech Analytics to supplement manual QA processes
- Ability to engage in e-coaching to remedy issues
- E-learning solutions to keep employees upskilled



MANAGING SECURITY AND PCI COMPLIANCE

CHALLENGE:

- Much harder to control security for remote workers
- Cannot prevent access to mobile phones
- Potential for agents to copy sensitive information

SOLUTIONS:

- Automated ID&V to limit access to personal data
- Remove agents from card payment process
- Limit home working to trusted or skilled staff



SUMMARY



“Working From Home is becoming the new norm”

Unlock greater operational flexibility



“Everyone in the team will need extra support”

Find new ways to engage and motivate



“Your current working practices are no longer fit for purpose”

Technology can fill the gap

BUSINESS ASSESSMENT

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THANK YOU FOR YOUR ATTENTION

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