

THE **BREAKTHROUGH** SERIES

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**Thought
Rock**

The Presentation Will Begin At 12PM EST



Tim Dewey
CEO, B Virtual Inc.

Training Remote At-Home Agents: The First Steps To At-Home Support Success

Learn essential skills needed for employees to work effectively from home. Create and show value in the remote at-home position!



Training At-Home Agents: The First Steps to Remote Support Success

May 10, 2011
Presenter: Tim Dewey

Tele-Working Facts and Figures

- ▶ 40% of US employees hold jobs that could be done at home
- ▶ 2% of US workers consider their home a full time location of work
- ▶ 61% of Federal workers are eligible to work from home, only 5.2% do so today
- ▶ 75% of the US workforce will work outside the office by 2013



Day One Skills: Foundation For At-Home Success

- ▶ *“Mutual Responsibility”*
- ▶ Taking ownership of the work environment
- ▶ Privacy
- ▶ Expectation Management
- ▶ Set a routine for your employees



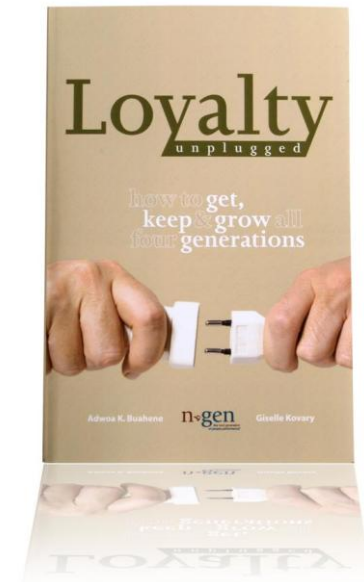
Performance Expectations: Setting The Bar for Remote Agents

- ▶ Service level management of the remote service team
- ▶ Comparative analysis
- ▶ Continuous improvement
- ▶ *“Asset Velocity”*



Your Best Team: Remote Agent Skills Profile

- ▶ Why create one?
- ▶ Essential skills and criteria for hiring a remote agent
 - Working habits
 - Communication skills
 - Career potential
- ▶ Expand your candidate pool



The Remote Agent Office: The Importance of Surroundings

- ▶ Place of work criteria
- ▶ Workstation design & layout
- ▶ Ergonomics
- ▶ Voice/Privacy



Remote Agent Morale: Remaining Connected

- ▶ *“Remote agent morale program”*
- ▶ Touch points for at-home agents
- ▶ Increasing customer satisfaction



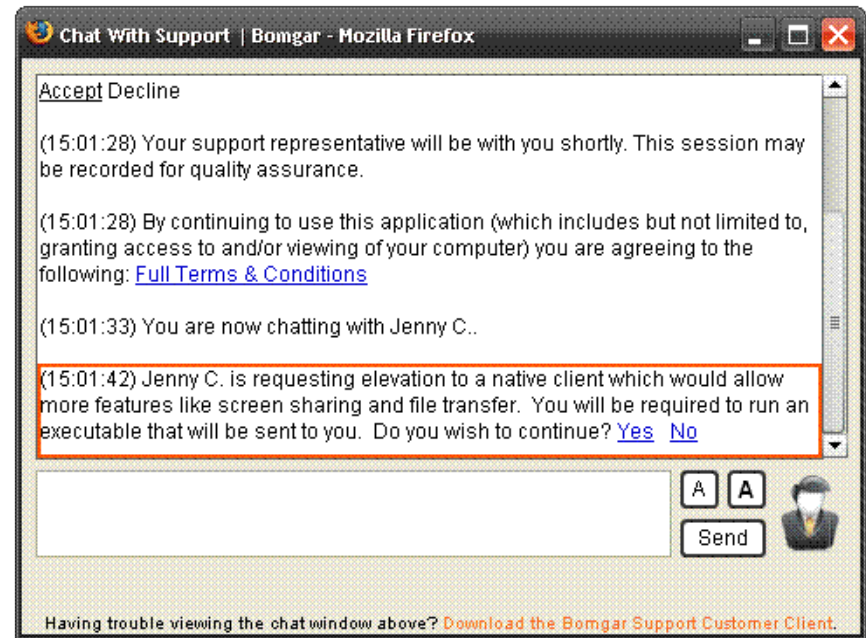
Stress Management: Eliminating Remote Agent Distractions

- ▶ *“Remote Venting”*
- ▶ Communication channels
- ▶ Virtual outings
- ▶ Remote agent appreciation



Communication: Providing Options For a Remote Employee

- ▶ Remote Communication Channels (*Forced*)
 - Phone
 - Voice conference
 - Video
- ▶ Remote Communication Channels (*Passive*)
 - Email
 - Chat
 - Social Networking



The Results: Remote Agent Success

Long term cost effective model of service

- Expect productivity gains of 10–15%
- Turnover should be reduced by 50%
- Replacement costs can be hired at 17–20% less
- Leverage existing remote technology to increase ROI

Skilled labor pool now expanded

- Recruiting requirements have no geographic limit
- Take advantage of the most qualified full and part time resources worldwide



Improved work–life balance enhances overall performance

- Well qualified and high performing employees enjoying a positive work–life balance
- Happier service team = Higher customer satisfaction!

The future of customer support...



How can we help?

Our courses are specifically designed to improve the performance of you and your remote team

- Certified Remote Management ILV– \$999
 - Utilize the remote team for higher performance
 - Skill requirements
 - Technology
 - Human Resources
- Certified Remote Agent Online – \$199
 - Understanding the remote agent role
 - Developing skills and at-home responsibilities
 - Increasing performance
 - At-home communication essentials

Contact us today at www.bvirtualinc.com for more information

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*Leading IT Service and Support through
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Join Us For Lunch Every Tuesday At 12PM!

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