

## Case Study

### Retail Client Maintains Call Quality with Customized Training During Transition to Home-Based Support

#### The Challenge

New at-home agents struggled to meet the high bar for performance set by their onsite counterparts. Data analysis identified improvement opportunities in:



Customized training



Enhanced nesting



Changes to support ratios

#### The Outcome

The new approach to training led to significant performance improvement, even with a high number of new agents:



**67%**

Reduction in time required to meet AHT targets

**50%**

Reduction in time required to meet VOC proficiency

**11%**

Increase in agent satisfaction

**2%**

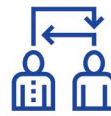
Boost in likelihood to shop again

#### The Initiative

Training and nesting processes were adapted to meet learning needs specific to at-home agents:



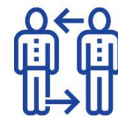
At-home trainees spent more time collaboratively listening to calls with mentors



Joint contact reviews and discussion prompted training about support follow-up processes



New agents received more focused and individualized support to build their confidence



Twice daily debriefs helped close any process or knowledge gaps across the team



A pre-production certification requirement and expanded assessments ensured agent competency