:talkdesk®

Banking: Successfully managing your remote agents & relationship managers

Introduction

60% of companies will have agents and relationship managers working from home for the foreseeable future. Many banks that used to serve clients through branches and contact centers are now servicing their clients through remote/work-from-home agents. In light of the pandemic some banks have adopted a hybrid workforce model where a portion of the team is back at the office and the other portion is remote. This can be a daunting task for banks that adhere to high security standards, in order to protect client privacy and prevent data breaches leveraging VPNs and other software that may not be as flexible for a remote installment.

This checklist is designed to help banks operate more efficiently in the new normal, by empowering their agents, relationship managers and contact centers overall to provide banking-on-the-go.

1 Banking client service agents and relationship managers need state-of-the-art tools

The first step is making sure everyone from client service agents to leaders, such as the head of distribution and head of client operations, have the necessary equipment and connectivity to perform their job.

- [ ] Provide all the essential equipment, including a webcam-enabled desktop or laptop computer and a headset. In certain scenarios, banks may need to offer mobile devices which can support a long term solution.
- [ ] Make sure that technology infrastructure can deliver optimal voice quality with no jitter and reduced latency.
- [ ] Ensure that agents and relationship managers have installed a recommended browser, up-to-date antivirus software and any necessary desktop clients if they aren't using a company-issued computer.

2 Banks need to establish remote work policies and best practices for security & compliance

Whether your team is working in the office or remotely, it's important to create and clearly communicate new policies, operating procedures and remote security guidelines.

- [ ] Create a telecommute policy and procedures document that outlines company requirements related to equipment, technology, human resources, legal and safety.
- [ ] Educate your banking agents and relationship managers on remote security best practices and if possible, use a learning management system (LMS) to test their knowledge. This is especially essential when evaluating client best interest and complying with KYC/AML regulations on a client service call.
- [ ] Be transparent about how you plan to monitor productivity and performance.
- [ ] Invest in a modern quality management solution.
- [ ] Invest in a modern workforce management system that makes it easy for agents to understand their schedules and for supervisors to track adherence.
- [ ] Openly address any privacy concerns so agents feel comfortable in their new work environment.
- [ ] Establish clear policies related to the handling of all client data and invest in contact center technology that can support protected personal information (PPI).

3 Develop rigor with streamlined processes and coaching development

Without the ability to connect face-to-face, you'll need a combination of technology and engagement strategies in order to effectively onboard new agents and manage and develop your workforce.

- [ ] Arm your agents with the information and resources they need to succeed by developing and maintaining an accessible, highly-organized knowledge base.
- [ ] Help agents develop new skills with a dedicated LMS and find ways to personalize their learning experience based on strengths and weaknesses.
- [ ] Proactively monitor your agents' performance using live reporting dashboards, call and screen recording, workforce management, speech analytics, quality management tools and call barging.
- [ ] Secure your infrastructure by informing supervisors about risky and suspicious actions through Talkdesk Guardian.
- [ ] Build a culture of continuous learning that's reinforced through gamification and social recognition.

4 Integrate new omnichannel technologies with core banking systems to exceed client demands

Consider new strategies enabled by cloud-based technology that can help keep operations running smoothly and reduce costs, while maintaining an exceptional client experience.

- [ ] Deploy an omnichannel strategy to enable clients to connect via the channels they prefer and help agents resolve interactions more efficiently.
- [ ] Prioritize self-service options like chatbots, virtual agents and knowledge bases that empower clients to quickly address simple issues and inquiries without speaking to a live agent.
- [ ] Consider AI-driven virtual assistants that can help improve agent productivity and drive better outcomes for clients.
- [ ] Proactively notify clients via voice or SMS of important information or changes to create stronger client relationships while reducing the volume of inbound inquiries.
- [ ] Refine IVR scripts to update clients on your most current wait times, banking hours of operation, new offers, and disclaimers.
- [ ] Use IVR data dips to help clients resolve simple inquiries without leaving the IVR and reduce average handle time for live agent interactions.
- [ ] Establish a plan using callbacks and voicemails to avoid missing client interactions during unexpected spikes in call volumes.

5 Provide flexibility and agility to your client service agents

All work-from-home scenarios are not created equal. Be flexible with your team's diverse situations and do your best to keep morale high.

- [ ] Lead with empathy regarding your agent's remote work environment.
- [ ] Create opportunities for (optional) remote team-building activities.
- [ ] Conduct regular check-ins with agents to ensure they have the tools they need to support clients and themselves.
- [ ] Encourage agents to take regularly scheduled breaks and stress the importance of managing work-life balance.