

Home Agent Solution

Today's organizations are challenged to reduce costs and increase productivity – while demonstrating conscious concern for the environment.

Our Home Agent Solution offers a practical solution to these challenges. It's lean, green and exceeds expectations.

The Home Agent Difference

We began providing Home Agent programs over 30 years ago. And we believe as strongly today as we did then in the value of this virtual solution. Our Home Agent Solution delivers real relief to companies faced with business challenges such as:

- Skyrocketing facility and energy costs
- Waning customer loyalty
- Low employee morale
- Sub-standard productivity
- High turnover
- Flexible disaster recovery.

We understand the complexity of implementing a secure and seamless in-home program. That's why exacting security and resource management measures are the foundation of our solutions. We recruit the highest caliber resources from a large professional applicant base, wrapping advanced technology, security, training and quality practices into each customized solution. Our Home Agent programs exceed the expectations of leading companies across a variety of public and commercial industries, including government, travel, communications, retail, finance, health-care and education.



Our Services

- Customer care
- Data entry
- Data verification
- Image tagging
- Quality control
- Systems development

Benefits to You

- Increased productivity and quality
- Expanded geographic resource pool
- Improved employee morale
- Mature professionals
- Schedule flexibility
- Reduced turnover

A Home Agent Success Story

Sector: Transportation and Travel

Client: Virgin America

Virgin America wanted to focus on the “business of running an airline,” not running a contact center.

Challenge: Multiple service issues:

- Sub-optimal performance
- Inadequately trained agents, poor brand awareness
- Reactive leadership and process development
- Insufficient handling of call volume fluctuations

Solution: A blended contact center solution with flexible technology, strong quality measures and interactive online training was implemented to boost performance, enhance brand awareness and improve customer satisfaction.

- Blended CSR solution
 - 40% home-based
 - 60% on-site
- Single-platform, multichannel system
 - Queues and routes calls, web chat, web call back and email
 - Distributes contact to most appropriate agents in any location
 - Promotes high agent utilization and uniform workforce management
 - Fosters consistent tracking and reporting of contact types
- Comprehensive training
 - Web-based interactive modules
 - Cross training focuses on delivering a consistent customer experience
 - Frequent quality monitoring, refresher training for all personnel
 - Agents take VX flight to HQ for exclusive product and brand training

Results: ACS and Virgin Americas capitalized on the advantages of a blended on-site and remote workforce to measurably improve agent efficiency, call load forecasting, contact quality and customer satisfaction.

- 10 percent improvement in agent productivity; continues to trend upwards
- 9.5 percent gain in monthly call volume forecasting
- Back-end loyalty program processing improved from months to a couple of days

Virgin America’s training, forecasting and workforce management were transformed... with sky-high results.

Our Security Measures

Data security and privacy are critical in every client relationship. So we are diligent in enforcing strong risk mitigation protocols for our Home Agent programs.

We leverage secure technology platforms. We select only proven employees for in-home roles. And we apply rigorous network and computer oversight to all programs, which encompass:

- PGP encryption
- Secure Web application or Citrix environment (centralized control)
- Virus protection updates pushed from centralized data center
- Secure VPN access to internal resources
- Client data resides on our server – not on agent workstations
- Technicians configure and maintain agent workstations
- Technology restrictions disable printing and data storage
- Strong password protection for workstations and all applications
- Comprehensive HIPAA training and communication
- Home physical security standards
- Thorough background checks.

Our Pay-for-Performance Program

Our Home Agent programs benefit from our Achievement Based Compensation (ABC) model. This incentive pay structure rewards self-starters who work independently; employees automatically earn more for increased performance and quality. With the self-managing nature of ABC, we attract and retain the best people and strongest performers.



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