

# TELUS AgentAnywhere

## Unique alternatives to enhance your workforce.



We have all heard that 60 to 70 percent of a contact centre's overhead is the cost of the agent labour force. We have also heard of large attrition rates ranging from 30-70 percent which can average an agent replacement cost of between two and four times the annual salary for a position. What if there was a way to reduce costs, reduce churn and increase customer satisfaction with professional, qualified and dedicated call handlers who use first class technology? Now there is with TELUS AgentAnywhere™.

### Overcome performance limitations.

Supplementing core operations with a home-based remote workforce has proven to be an extremely effective way to overcome the performance limitations of a conventional contact centre. Not only does a home-based remote workforce help supplement core contact centre operations but also helps to supplement or consolidate all types of call handling scenarios an organization may have outside of a typical contact centre environment. Providing front line support to your customers is critically important but can sometimes fall by the wayside in smaller organizations due to a lack of available, expert resources. Giving your customers a professional, single point of contact will help increase overall customer satisfaction, drive sales, and increase customer loyalty and retention.

### The age of the home-based agent.

Today's technology allows for greater flexibility to allow call handlers and contact centre agents to work from the comfort of their own home offices.

TELUS AgentAnywhere makes it easy to set up a remote agent workforce and allows for the centralized handling of calls, reporting of call volumes, durations and abandons at branch level. Services are priced on a rate per call or rate per minute basis.

Some examples of TELUS AgentAnywhere solutions offered include:

- **Non-technical standard call centre:** may include information dissemination, information gathering, answering services, and any other non-technical related support services
- **Dispatch:** both technical and non-technical may include information gathering and escalation/dispatch to appropriate resources
- **Connectivity and general PC:** connectivity and email troubleshooting for ISP customers, office environments (Microsoft, general PC, Active Directory, Network) and other connectivity environments
- **Software:** technical support services for software developers

### Top benefits of TELUS AgentAnywhere

- Immediate access to quality support for your customers with no contact centre staffing, recruiting, training and management costs
- Avoidance of investment in contact centre technology and infrastructure costs
- Pay for what you use rather than trying to use what you pay for with the ability to rapidly scale up or down to match call volumes
- Access regular contact reports that allow you to analyze problem occurrences and resolution
- Service level guarantees and monthly reports to back it up

## Remote agent program benefits.

Remote agent programs are a growing trend for contact centres worldwide. TELUS AgentAnywhere saves your organization the stress and hassle of establishing a remote workforce yourself and delivers solid business value in:

**Business continuity.** It costs 15 times more to recover from a disaster than to execute a properly planned recovery strategy. For many companies, their remote agent program is part of their business continuity/disaster recovery plan. Deploying remote agent program while relative calm prevails is one way to be prepared when chaos ensues.

**Business improvements.** Remote workforces have shown an increase in employee satisfaction and morale, increased productivity, increased customer satisfaction, decreased absenteeism and decreased attrition rates which all equal to savings. A remote workforce also allows you additional flexibility in scheduling your resources.

**An environmental difference.** Transportation accounts for approximately one quarter of Canada's greenhouse gas emissions. Canada is the second highest per capita emitter of greenhouse gases in the world, and our emissions are growing by 1.5% every year. By deploying a remote agent program you are reducing the amount of these greenhouse emissions and demonstrating the fact that your organization cares. As we have recently seen in British Columbia, it is only a matter of time before all governments could potentially offer emissions-trading credits to organizations that can quantify the number of kilometres avoided because of remote agent programs.

**Expanded resource pools.** Not only will a remote agent program help you to improve the satisfaction and performance levels of your existing employees but also to expand into a whole new pool of qualified agents. There are many people today fully qualified and who have a strong desire to succeed but are unable to work from a bricks and mortar location. These people include residents in smaller remote towns where commuting is far too expensive and timely, stay-home based parents who can't afford child care and travel time/expense, senior citizens and those with reduced mobility outside the home.

TELUS is a trusted leader in contact centre services. We enhance our customers' ability to provide an excellent customer experience to both their employees and their customers.

For more information on TELUS AgentAnywhere, contact your TELUS Sales Executive, call **1-877-710-0404**, or visit **telus.com/agentanywhere**



### Elements® Client Solutions.

TELUS AgentAnywhere is part of the Elements Client Solutions portfolio, a complete solution offering backed and supported by TELUS that addresses all aspects of customer experience from people to technology to advisory services. All your data will be housed in our Canadian data centres, ensuring sovereignty protection, and all sales, service delivery and support will be provided by TELUS. You'll deal with a single team for all your needs.