

TIP:

How to train agents to handle conversations around COVID-19? (sensitive conversations):

These times can be challenging for all of us, but an online library containing valuable educational topics will help tackle issues your agents are facing. If agents are having repetitive mistakes when connecting with customers around this topic, you can start Coaching sessions from sections, or from questions. Not only can you create coaching templates, but you can allow agents to give feedback on how they are feeling and their needs related to COVID-19.

By posting in the Community Wall, your team can work collaboratively around this matter and use it as a vehicle to keep your agents up to date when dealing with customers having problems with COVID-19.

