

# Tips on Handling Increased Customer Service Ticket Volumes

No matter if you are an SMB or Enterprise, handling tickets during these times is challenging as the number of customer service requests increases. Having a great QA program in place is the best way to help your agents deliver great CX.

They might be frontline staff taking calls from anxious customers or IT staff working around the clock to help an entire workforce be productive in a remote work environment. Whatever the role in your company, this is a unique moment for them as the human embodiment of your brand:

- Analysts are asked to conduct more evaluations. Using spreadsheets or manual processes will make it difficult to communicate evaluation results while working remotely. With Playvox you can automate this process by integrating your CRM and creating workloads. This way they can address a higher percentage of interactions, giving real-time feedback for your agents to deliver better interactions.
- Employees face uncertainty and are anxious, too. That's why you need to train them using our Learning product. Create courses to enroll your agents in sessions that will give your agents the proper knowledge to deal with these concerns.
- Customers in crisis drive up the stress level for employees, therefore, motivation and incentivization is key to help them work collaboratively and get over this challenge.
- Invest in improving employee well-being — it will improve CX.

