

WEBINAR

The New Normal: Running a Contact Centre Remotely



Enghouse
Interactive



Customer Contact Network
New Zealand





Enghouse Interactive

- Subsidiary of Enghouse Systems (TSX: ENGH)
- Enghouse Interactive develops and delivers a range of contact centre solutions and integrated applications for all types of contact centre deployments
- Our cloud contact centre solution is also delivered by many of the world's largest telecoms under their own brands, e.g., British Telecom

enghouseinteractive.com.au

Customer Contact Network
New Zealand

- Formerly CCiNZ
- Not-for-profit organisation that aims to help people in the contact centre industry
- Talk to us about becoming a member
- Subscribe for free to our monthly newsletter to hear about our regular activities and offers

ccnz.org.nz

Today's Panellists



Julie Valencia
Chair
**Customer Contact
Network NZ (CCNNZ)**



Sharyn Clements
Team Lead Customer Care
Cessnock City Council



Peter Cooke
Head of Customer Service
Lotto NZ



WHERE IT BEGAN

What did your contact centre look like pre-COVID-19?





Enghouse
Interactive



TRANSITION

How did the actual
transition go for you?





Enghouse
Interactive



Customer Contact Network
New Zealand

WORKING FROM HOME CHALLENGES

What were (or are still)
the biggest challenges
about operating remotely
and how are you
addressing these?





WORKING FROM HOME BENEFITS

What are the biggest benefits you are finding about operating remotely?



ALL ABOUT THE TEAM

How has the
contact centre
team been
affected?





Enghouse
Interactive



YOUR CUSTOMERS

How are you finding that
customers are affected?





Enghouse
Interactive



CUSTOMER SERVICE

Overall, what do you feel has been the impact of working remotely on the customer experience that your organisation delivers?





Enghouse
Interactive



LESSONS LEARNED

What are the things
you feel you have
learned from the
last two months?





Enghouse
Interactive



Customer Contact Network
New Zealand

RECOMMENDATIONS?

What would you tell your younger self, that you wish you had known before March 2020?

Is there anything you'd want to tell others about, to help them?





Enghouse
Interactive



THE FUTURE

What changes do you think you and your organisation may make for your contact centre, as a result of this?





For more Work-from-Home Resources, including our new **Work-from-Home Checklist**, visit enghouseinteractive.com.au/work-from-home