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Business Process Outsourcing

Business Process Outsourcing, Call Center, BPO, KPO,
call center software solutions

The BPO industry has been one of the driving force to reckon for bolstering growth and espousing employment, the concept of BPO's are simmering the highest in developing countries and it has slowly and steadily emerged as a game changer for employment; however, this sector has been facing challenges and respective steps are needed to make sure that it can easily overcome the challenges and thrive in the fore. In this piece, you will get to figure out the challenges that BPO and call centers are facing and how immediate solution can be carved out of it.

Challenges of Call Center Industry

1. Agent Absenteeism

The most contentious issue that call centers are facing is agent absenteeism and globally it stands at 11%. Such a trend is hurting for the business because consumers are not getting the right person to answer to the need whenever they are calling.

These trends severely dent the provider's image and brings the brand in bad light. It is one of the most pivotal problem that decides the boom and bane of the call center industry. So, if you are engaged in call center business, in that case, you would always want to avert this mess and improvise on the working.

2. Staff Attrition

In most of the times, often the staffs are leaving the organization within two to three months period. In most of the cases, the primary reason is that they are not able to perform and they face challenges and in the absence of the right solution, they are engaged at dropping from the work.

3. Agent Engagement

In most of the times, it often happens that the call center workers lose the vitality and they are often looking forward to leaving the job. The same repetitive life

becomes pretty challenging for them and they lose the vigor and enthusiasm to work.

4. Agent's Efficiency

Agent's efficiency is also once such dynamics that makes it pretty challenging for the agent to continue. In most of the times, the agents get discouraged and they are leaving the job. So, these dynamics have severely hampered the business and made business extremely difficult

Solution That Can Be Adopted

1. Call Forwarding Feature

In most of the cases, it is often the agent absenteeism that severely dents the business. In most of the cases, it is often the agent's personal requirements that compel them to take long leaves or even leave the job, but if there is a solution where the agent can do the work even when he/she is not in the office. Such dynamics would often help transform majority of the mess. With call forwarding features in the call center solution software, you can direct the call to the agent's extension for an immediate response. It will definitely transform the working.

2. Call Recording and Monitoring

In most of the call center software solutions, you are always having the feature where you can record the call. Such features allows the agent to get a grasp of their pros and cons and this enables the agent to improvise manifolds. For doing good work, when they are appreciated, it always keeps them motivated and they have always the inner urge to work in the best way for maximum results.

About Techvedic

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services, Techvedic also offers strategic support, that is, consultation, planning, deployment, integration, migration, training and maintenance.

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