



We were well prepared for the pandemic due to the technology we had in place prior to the time we needed to deploy our entire workforce to working remotely. What we did not expect was the high level of engagement and productivity we had among our contact center employees while they were home. We had experienced issues with Agents that were working remotely full time in the past and had actually begun to move away from that model. The pandemic has caused us to reconsider that strategy.

— Supervisor, Large Enterprise Insurance Company

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Source: Supervisor, Large Enterprise Insurance Company



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