

“ We learned to work from home, and our leadership discovered that it’s not scary. Almost 100% of our contact center agents work from home. All the fears of lack of productivity and accountability have so far proved fruitless: we have less absenteeism, better handle time, and no drop in customer experience.

— Business Analyst, S&P 500 Energy & Utilities Company

Source: Business Analyst, S&P 500 Energy & Utilities Company



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