



What is your **remote workforce** doing right now?

How to manage your remote team with Freshcaller



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Introduction

Remote work isn't niche anymore, it's become the norm. A number of companies have quietly grown to hundreds of distributed employees working from across the world, without a physical office to speak of. Now that it has caught on, this trend is here to stay.

The remote workforce has grown **44% over the last five years, and 91% over the last 10 years**. A recent survey in the USA by Clutch has shown that the number of remote workers working **5+ days per week** from home has increased from **17% to 44%** due to the impact of the pandemic, and the knowledge workers interviewed prefer remote working over an office.

But going remote comes with its own set of challenges. Be it remote team management, collaboration, extended working hours for employees, or the physical/mental health of the remote workforce, the remote work shift brought on by the pandemic has triggered a whole new set of problems for organizations to deal with.

Managing remote teams with Freshcaller

With organizations contemplating remote work or on-premise model, having in place a phone system that can serve for both can help you scale easily.

Freshcaller is a cloud-based phone system that offers you the flexibility to work from anywhere, and with any device (Android & iOS). It requires zero hardware (with the exception of a device that can connect to the internet), and it can help you switch from on-premise to remote working or vice versa with ease.

Whether you are a business that's currently on-premise and want to be remote-ready, or you are an already remote organization looking for effective management capabilities, Freshcaller can help you transition smoothly to any model.

This whitepaper is an attempt to help you understand how you can use Freshcaller to efficiently monitor and manage your call center operations when you have a remote workforce.



Did you know?

99.97% Freshcaller's total uptime in 2020

Effective number management while going remote

As an established business, you have an existing number published on your website through which your customers contact you. How can you ensure that you can retain the same numbers even when you go remote? Freshcaller provides options like number porting and BYOC to help you achieve this.

Number management capabilities in Freshcaller include:

Feature	You can use it to
Number porting	Retain your existing phone number while switching to Freshcaller. Port your numbers into Freshcaller to leverage features that will help you with remote team management
Bring Your Own Carrier	With BYOC, you can retain your carrier while you can forward your calls to your new carrier via SIP forwarding.
Local and toll-free numbers	Purchase or port local, toll-free and vanity phone numbers that have coverage over 90+ countries.

Monitoring remote teams

Managing remote teams is not as simple as walking up to an agent's desk and seeing what they're up to. As a supervisor, you need to monitor agent availability to ensure that no calls are missed. It is also important to monitor the call quality to ensure that service quality is maintained throughout the call.

Here's a set of Freshcaller features that can help you monitor your agents remotely:

Feature	Why you need it
Admin dashboard	To get a 360 degree view of your call center in real-time. View metrics like service levels, number of agents online, number of ongoing, missed and abandoned calls, etc.
SLM	To set target levels for each of your teams. Gamify your operations and bring in some excitement to your workforce with SLM.
Call monitoring and barging	Monitor calls discreetly and also barge into calls when required to de-escalate tense situations.
Reports and analytics	Get reports on metrics like missed calls, wait time, hold time, abandoned calls, etc., to spot call volume trends and analyse the health of your call center.

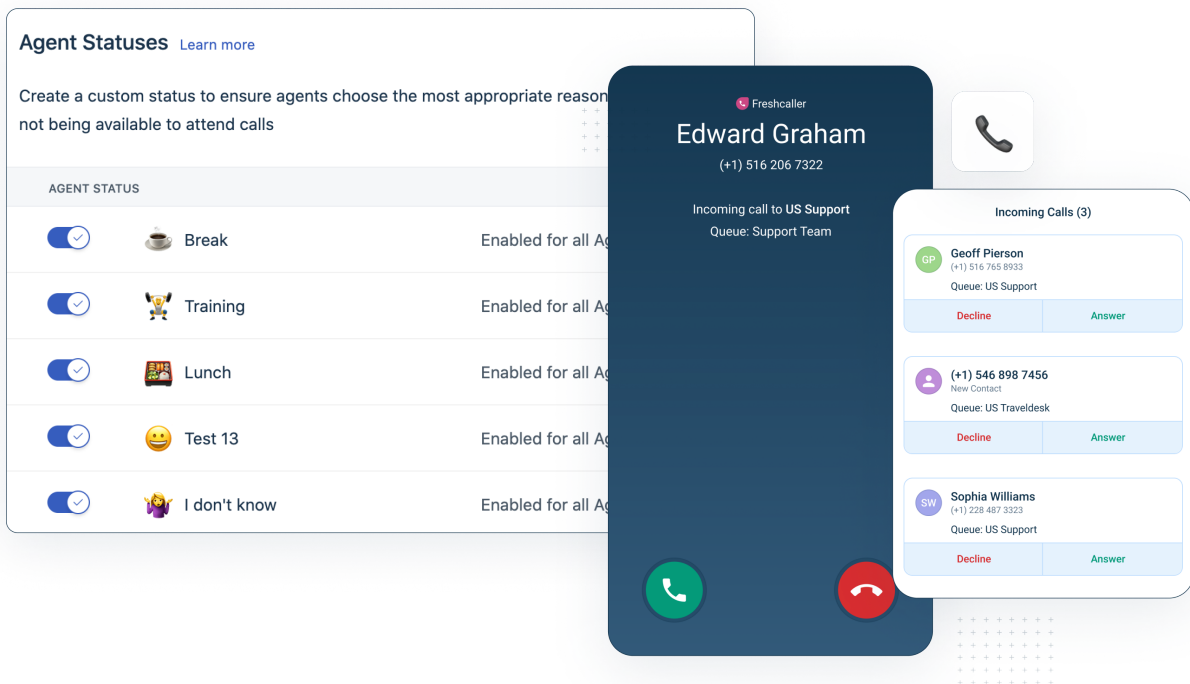
Managing agent availability


When on-premise, you can check if your agents are available by just peeking towards their desk. But with a remote workforce, you can't be sure if agents are available to take calls all the time. Features like agent monitoring and agent availability dashboard will help you be aware of how many agents are available at a time, and how to handle call volumes based on agent availability.

Freshcaller has features like:

Feature	What to use it for
Agent status	Enable agents to display their availability status in real-time. You can also change the status of agents to 'Available' to handle any surge in call volumes.
Agent activity report	This report gives you information on the activity status of all agents, and the time spent by an agent on each status.
After Call Work (ACW) Time	Availability status automatically goes to this state when a call is complete. Calls don't ring to that agent while they finish wrapping up the previous call. This helps you get visibility into what agents are doing when not taking calls.

<p>Forward to phone</p>	<p>Enable your agents to take calls from their personal devices. They can simply set their status as ‘Forward to phone’ and take calls from wherever they are.</p>
<p>Mobile app</p>	<p>While agents may be required to take calls from their desk while at the workplace, the same may not be the case when they are working remote. Enable your agents to take calls from wherever they are with the Freshcaller mobile app.</p>



 Did you know? There is a **42%** increase in Freshcaller mobile-app adoption since the pandemic has set in.

Setting up fallback options

While agent availability lets you see how many agents are available at a time, you also need to have fallback options in place in case an agent is unavailable at any time.

Freshcaller provides you with the following options:

Feature	Why you need it
Voicemail	To set up routing to voicemail, customize business voicemail greetings and use this as a fallback option during or after business hours to attend to customers.
Voicebot	To give instant answers to customer queries round-the-clock, giving them the right solution they need without the help of a live agent.
Smart escalations	Plan and set up fallback routing rules for when the agents are unavailable. Automatically direct these calls to another call queue wherever necessary.

Collaborating while working remotely

Remote communication can distort the normal pace of our conversations. When onsite, team collaboration is as simple as walking up to teammates to provide context. With remote work, this can become challenging. To solve this, managers need to make use of tools that can enable agents to work smoothly while improving collaboration.

Make use of features like:

Feature	Why agents need it
Transferable call notes	To take notes during calls, and share them with their supervisor/teammates to provide context.
Warm transfer	To communicate context before transferring the call to another agent, expert, or team.
Call conference	To invite other team members or contacts to an ongoing conversation to expedite resolutions.
Helpdesk integration	To save their calls as tickets to be dealt with later.

Preventing agent burnout

While remote working offers a lot of flexibility, it also comes with its own set of downsides. Issues like inability to disengage, burnout, extended working hours are some of them, to name a few.

In order to ensure that your agents are able to maintain the work-life balance even while being remote, you can make use of features like:



Holiday routing

Create a separate call flow to handle holiday call volume so that priority requests are routed to the available agents while low priority ones get logged in the system to be looked into later.



Split business hours

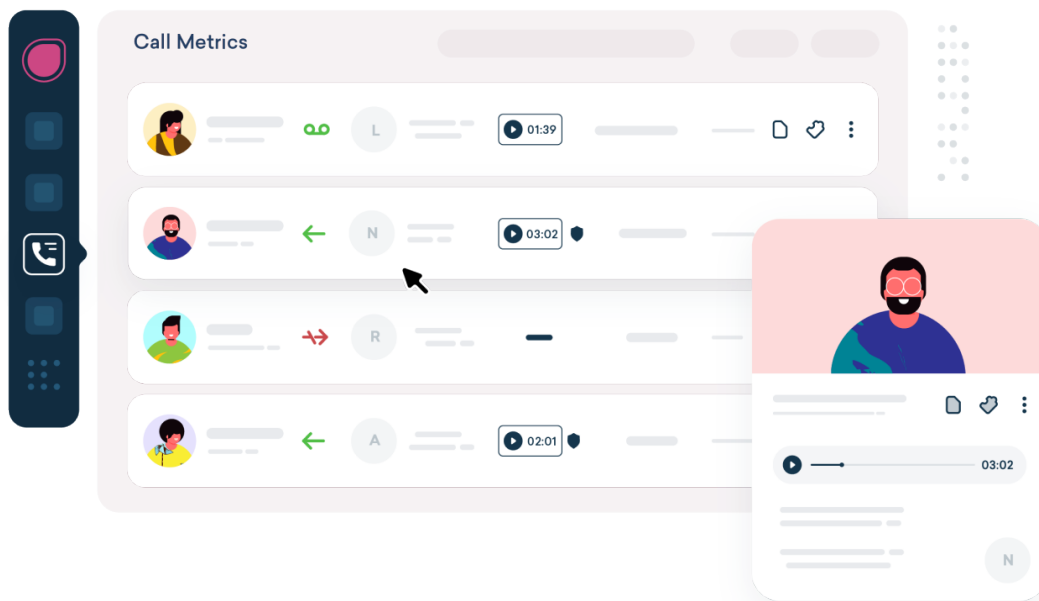
Route phone calls to the right teams based on time zones and work timings of your agents. You can set up business hours incorporated with breaks to ensure that agents are not overworked.



Queue callback

Create a virtual queue, and enable agents to call your customers back at their own pace. This is useful when you have a higher call volume than usual.

Voicebot, which was discussed earlier, is another feature that can help with call deflection.



Freshcaller in real-time

Here's how Freshcaller has helped organizations go remote, and manage them effectively. The transition to remote work was simple with Freshworks' cloud-based suite of solutions.

“

With Freshworks, we have been able to centralize omnichannel support onto a single platform. This has given us a 360-degree view of customers no matter what channel they decided to interact on, helping agents guide them to the best possible outcome with complete context. We have continued offering the same degree of service. There was no drop and no IT dependencies. It was really not different from working from the office

- Duncan Tyler, Customer Services Manager, Instantprint.

Additional Freshcaller capabilities

Freshcaller is a modern phone system for sales and support teams. It is completely cloud-based which means you do not need anything more than a web browser and a working internet connection to make or receive phone calls. Here's a list of additional Freshcaller features that can help you provide a happy phone experience to your customers:



Call masking

Mask your existing phone number with an alternate number when making or receiving calls.



Call recording

Record calls to adhere to mandates, and use them for monitoring and training purposes.



Single and multi-level IVR

Segment your incoming calls with multi-level or speech-enabled Freshcaller IVR.



Routing automation

Create custom routing rules based on inputs from third-party systems such as your CRM or Helpdesk.



Agent extensions

Help customers connect to their preferred representative or agent, directly.

[Try Freshcaller Now](#)

Future of remote work

In the past two decades, remote working has been steadily on the rise but has comprised of a very small percentage of the entire workforce. As a result of the pandemic, organizations have now realized that more than **20 percent of the workforce could work remotely three to five days a week** as effectively as they could if working from an office. That would mean three to four times as many people working from home than before the pandemic.

Innovation in technology has played a major role in driving organizational change. Legacy IT systems are now migrating to the Cloud, artificial intelligence and machine learning are evolving to meet the ever-changing consumer behaviour. Advances in networking have enabled multi-member households to balance loads between devices, which is a boon when employees are working from home.

Now, more than half of the American workforce is currently working from home. For organizations that can have a distributed workforce, unlike essential services, this is the time to leverage the remote working opportunity.



Did you know?

Regular home working could lead to an overall decline in
24 million tonnes of global CO2 emissions.

About Freshworks

Freshworks provides innovative customer engagement software for businesses of all sizes, making it easy for teams to acquire, close, and keep their customers for life. Freshworks SaaS products provide a 360 degree view of the customer, are ready to go, easy to use and offer quick return on investment. Headquartered in San Mateo, California, Freshworks' 2,500+ team members work in offices throughout the world.

About 40,000+ customers trust Freshworks.

The logo for Toshiba, featuring the word "TOSHIBA" in a bold, red, sans-serif font.The logo for Bridgestone, featuring the word "BRIDGESTONE" in a bold, black, italicized sans-serif font with a stylized red and black graphic element to the left.The logo for UNICEF, featuring a blue globe icon above the word "unicef" in a blue, lowercase sans-serif font.The logo for Buying Show, featuring the words "BUYING SHOW" in a dark blue, sans-serif font with a small yellow dot above the "O" in "SHOW".The logo for Carat Lane, featuring a purple and white circular graphic element to the left of the words "CARAT LANE" in a grey, sans-serif font.The logo for Visunext, featuring a blue stylized "V" icon to the left of the word "visunext" in a blue, lowercase sans-serif font.The logo for Cisco, featuring a stylized bar chart icon above the word "CISCO" in a red, sans-serif font.The logo for Grabyo, featuring a red circular icon with a white "G" inside, followed by the word "grabyo" in a grey, lowercase sans-serif font.The logo for Honda, featuring the word "HONDA" in a bold, red, sans-serif font.The logo for Forest, featuring a green circular icon with a stylized tree inside, followed by the word "forest" in a green, lowercase sans-serif font and the tagline "Earn smarter, live better." below it.The logo for Lenskart.com, featuring a stylized green and blue graphic element above the text "lenskart.com" in a black, lowercase sans-serif font.The logo for Hugo Boss, featuring the word "BOSS" in a large, bold, black, sans-serif font above the words "HUGO BOSS" in a smaller, black, sans-serif font.



[Try Freshcaller Now](#)