Four Steps to Better Customer Service by Improving Workload Efficiency

When it comes to how work is prioritized and distributed to enterprise employees, it is still predominantly manual. This causes bottlenecks, delivery delays and, as a result, increases customer effort.

Here are four steps you can take to improve how your employees manage your enterprise workload.

1. Analyze how work is managed today
   Understand where work comes from, and establish which business applications, processes and channels are involved. Next, establish how work is distributed at present and how employees handle their work. Make sure there is a complete view of all outstanding tasks.

2. Empower your people to deliver better service
   Your back office teams will add more value to your company when work tasks are assigned based on their skills and experience. Aligning training, job assignment, job scheduling, quality assurance and career development under a single umbrella helps make sure your people can fulfill their potential. They will become your back office’s star performers – renowned for consistently delivering fast, efficient and satisfying service.

3. Address the causes of missed deadlines
   Manual work distribution is not only inefficient and costly, it also causes you to miss deadlines. Workload Management prioritizes and distributes work based on business rules, deadlines and employee skills.

4. Gain the flexibility to adapt to change
   Manual work distribution processes make it difficult for the business to change priorities as work volumes change through the day. But with Workload Management you can quickly change priorities so that key tasks get the attention they deserve.

Take a deeper dive into Workload Management here >>

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