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TRICKS TO STREAMLINING CALL VOLUMES LIKE A BOSS



Fielding calls efficiently can save you time and allocate your attention to more important issues. However, fluctuations in call volumes can tax already overworked staff.

Call volumes rise and fall, directly affecting your team's productivity level. Streamlining call volumes is necessary to route customers outside call centres as quickly as possible without sacrificing service quality.

Digital tools also make it easier for teams to manage call volumes efficiently. Below are some proven tactics in reducing influxes of inbound calls and improving the workflow among your customer service team.

01

ORGANIZE SELF-SERVICE RESOURCES

Two-thirds of customers claim that a business' most important service for customers is valuing their time. Self-service options and resources save customers from long waiting times. These include:



Detailed how-to Articles and Video Tutorials

Empower customers by providing them with useful resources like webinars or video tutorials. Share infographics, slideshows, or how-to articles that let them solve minor issues independently. Self-service resources save customers from spending a long time on hold, and customer service representatives can attend to more pressing calls.



Online Account Management Systems

Enabling customers to monitor their account or track payments can minimize the calls you receive. Consider investing in an online account management system to maintain transparency and give customers more control.



A Comprehensive FAQ Section

Many of your consumers are bound to ask similar questions regarding service updates, product launches, and basic brand information. Reduce such types of calls by having a dedicated FAQ page or creating an extensive knowledge base.

02

EXPLORE OMNICHANNEL TECHNOLOGY

Nowadays, customer support is available on channels such as social media, email, and live chat. Opening multiple channels helps redirect customers and prevents them from clogging your phone lines.

Use social media to post product updates or service interruption notices. Enable live chat on your website, and use chatbots or have a dedicated staff for social media messaging. For non-urgent concerns, encourage customers to send queries through email.



03

OPTIMIZE YOUR TEAM'S SCHEDULE

Data and previous reports on the occurrences of high call volumes can help you strategically set your team's schedule. Optimize your workforce according to the common issues brought up during an inbound call surge. With more agents on deck, your team can accommodate more customers efficiently.

Start by evaluating analytics to spot trends on increased demands. Then review your team's work schedule. Check if there are enough people to handle call volumes, especially during peak demand hours.



04

AUTOMATE YOUR TEAM'S WORKFLOW

Rerouting customer calls according to your agents' specialties or knowledgeability can lessen the waiting time. Consider every agent's field of expertise and assign each one with specific issues to address.

Automate workflows using automatic call distribution services or interactive voice response systems. Other useful tools include automated ticket routing, pre-written email templates, and data management. These unburden your team of repetitive tasks and boost their efficiency.



05

OUTSOURCE YOUR CALL ANSWERING SERVICES

Answering every ring of the phone is no easy task. No matter how optimized your schedule and strategy are, your team can be pushed to its limit. Relieve the pressure of call answering by outsourcing call answering services. Consisting of experts, a call answering service can efficiently handle different call volumes and provide a quality customer experience.

Aside from improving business efficiency, call centre outsourcing can minimize operational costs and overheads. It doesn't require hefty capital investments in advanced software and new infrastructure. It can provide 24/7 customer services without entailing costs for night staff and operations. Outsourcing also reduces workflow interruptions and boosts business productivity.



STREAMLINED CALL VOLUMES BOOST BUSINESS GROWTH

High call volumes can indicate that your business is doing well. Keep conversion and customer retention rates high by streamlining call volumes. Implement a sound plan for call surges, maintain a well-structured customer service team, and automate workflows to ensure good customer experiences. Consider outsourcing call answering services, so you can focus on core business matters.



EXCEED CUSTOMER EXPECTATIONS WITH ON CALL CENTRE

On Call Centre is a bilingual answering service in Ottawa that has been working with various sectors across Canada and the U.S. over the past 50 years. You can depend on our reliable agents to help you achieve your strategy for a delightful customer experience. Contact us today for more information.



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