

Helping call centres deal with COVID-19



With COVID-19 impacting daily life, contact centres are facing a huge surge in incoming calls – and a number of resourcing challenges as agents fall ill, have to look after their children or self-isolate.

To support you as you deal with this unprecedented level of disruption – and while continuing to deliver BAU – Capita's Conversational AI tool and rapidly deployed contact centres can be up and running in hours.

At-a-glance

Here are two ways you can deal with the challenges you currently face and those in the future.



1.

Capita's Conversational AI tool

A first line of response that can be up and running in 24 hours. It allows you to scale swiftly, reduce agent workloads and ensure BAU operations. It's also able to identify common concerns from the questions customers ask, allowing you to use this insight to provide information on your website and through other communications, and so further reduce traffic to your teams.

2.

Capita's rapidly deployed contact centres

These are set up quickly and built around agile teams who are able to become experts in customer messaging quickly and can also handle your outbound comms. Cloud-based telephony can boost capacity while analytics can drive your decisions. This option will ease the burden on your teams, increase flexibility, reduce overheads and be up to 80% more cost efficient.

Benefits



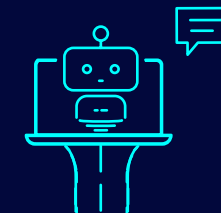
People benefits

- Agents can better manage the spike in incoming calls
- Customers do not need to recruit or train new staff
- Contact centre teams are confident that call volumes are under control



Operational benefits

- Pressure on call centres is reduced
- Can scale to any level of disruption
- Answer queries before customers have to call
- Spot incoming surges early



Recovery benefits

- Conversational AI can be deployed instantaneously
- Rapidly deployed contact centres can be up and running quickly
- Both are always on standby, so can be put into action immediately



Reputational benefits

- Customers have faith in service levels
- Staff are supported in exceptional times
- Brand is known for responsiveness

Support for one well-known travel company set up in 18 hours

When a famous high street travel agency stopped trading last year, 9,000 of its employees needed help and guidance.



Within 18 hours of the first client call, we had a team of 10 per shift trained and answering calls 24/7.

Scripts were written on a Sunday night after the request was made, with operations live by 10:30 the next day. The team's ethos is agility and flexibility, with each member identified for having the right skills and attitude to quickly slot into place across multiple clients.