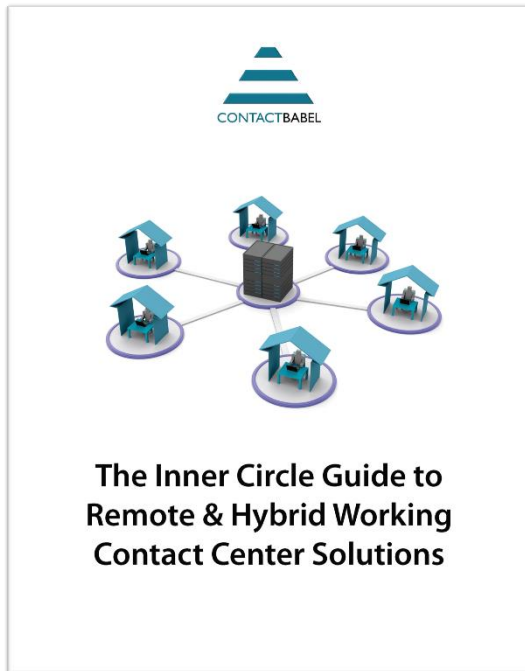




The Inner Circle Guide to Remote & Hybrid Working Contact Center Solutions



70% of US contact centers and 94% of US contact centers report that they will carry on with some remote working throughout 2024, usually through a hybrid office / home working model.

Remote working has advantages and disadvantages for both agents and businesses.

The hybrid model promises the best of both worlds, but what needs to be done to balance performance, morale, cost and quality?

“The Inner Circle Guide to Remote & Hybrid Working Contact Center Solutions” draws on surveys with hundreds of contact centers and thousands of consumers, providing unrivalled insight for organizations which want to understand how to alleviate the risks and maximize the opportunities that remote and hybrid working brings for the customer contact industry.

Report sponsors benefit from:

- Being able to **market to the report’s downloaders**, with full GDPR-level consent. Details include email address, phone, contact center size, vertical market and interest in purchasing specific technology solutions in the next 12 months. **Downloaders are provided for a minimum of 12 months**
- Providing **prominent branding, advertising and market education content** throughout the report, and directly answering the questions businesses put to us about how to improve their remote and hybrid contact centers
- Receiving both **US and UK own-brand versions of the full report for your own use and distribution**, providing you with the hard data and insight to influence your prospective customers.

Sponsors of **Inner Circle Guides** get a credible platform to explain their products and solutions, as well as widespread access to decision-makers who are already interested in these solutions.

The report will be launched on May 9th 2024, with sponsors’ artwork and copy due on May 1st.



The report will provide the hard data and actionable insights that businesses need to make decisions. Areas covered within the report include:

Quality, Cost & Performance

- The Pros and Cons of Remote and Hybrid Contact Center Working
- Current and Future Use of Remote Working
- Cost Management
- Live Contact Avoidance
- Web Self-Service
- Proactive Outbound
- Improving Quality
- AI-Enabled Agent Assistance
- Knowledge Bases
- Reducing Post-Call Work
- The Role of Cloud in the Remote / Hybrid Contact Center

- Card Payments & PCI Compliance
- The Role of the Cloud in PCI Compliance
- Device Security
- The Role of Cloud in Data Security

Management & Communication

- Health & Safety
- Workforce Management
- Team Communication
- Quality Assurance
- Analytics
- Coaching
- Motivating Remote Workers
- Gamification
- Voice of the Employee (VoE)

Security

- Fraud and Data Protection
- Customer Identity Verification

COSTS AND BENEFITS

Feature	Bronze	Silver	Gold	Platinum
Supplier Directory entry: full-page entry, logo, hyperlink & contact details	✓	✓	✓	✓
Full-page advert, with hyperlinks if required		✓	✓	✓
Own-brand version of the full report for your website & distribution			✓	✓
Full contact details of downloaders of the report for a minimum of 12 months (with GDPR-level consent)				✓
Full-page case study or thought leadership article within the report				✓
Front-page branding				✓
Cost	\$650	\$2,000	\$3,750	\$4,950



SPONSORS OF CONTACTBABEL RESEARCH INCLUDE

