

Agent Challenges When Working from Home

Working from home brings you new challenges as you adjust to your “new normal”. Whether you’re an experienced work-from-home agent or this is your first time, Cogito is here for you and your teams during these stressful, rapidly changing times.



Unfamiliar or New Technology

When your work environment is changing and you’re trying to adjust, it’s great to have Cogito as a familiar presence guiding your calls to help you succeed.



TIP

Cogito’s Mini Window can be easily adjusted and moved. Be sure to position it wherever works best for you.



Challenging, Noisier Environment

Everyone is more stressed and anxious – even your callers. Cogito is a personal coach always in your corner, helping you navigate tricky, emotional calls and have great conversations.



TIP

In-call notifications give nudges to help you deliver great customer experiences even under stress.



Making Human Connections is Much Harder

Because supervisors are busier than ever, Cogito can help you learn what is going well and what needs more work, giving you the means to self-improve and look good for your team and supervisor.



TIP

The Agent Dashboard shows where you’ve been improving and areas to focus on moving forward.

Visit cogitocorp.com/work-from-home/ for more ways Cogito can help ease the transition to working remotely