

Supervisor Challenges When Working from Home

Working from home brings you and your team new challenges as everyone adjusts to their “new normal”. Whether you have experience working with a remote team or this is your first time, **Cogito is here for you and your teams during these stressful, rapidly changing times.**



It's Harder to Tell When Your Team Is Struggling

Working from home eliminates your ability to meet and connect in-person. It can be challenging to see when your agents are struggling and need your help.



TIP

Cogito gives you the power to **virtually walk the floor**, listen to live calls, and get a feel for how your team is doing when you can't stop by in person.



Remote Work Makes It Harder to Coach Your Team

Higher call escalation rates eat up a larger portion of your day, leaving far less time to go through your team's metrics and make sure they're staying on track.



TIP

Make the time you have count. Cogito's Supervisor Dashboard helps identify trends, behaviors, and individual calls that need your attention.



Your Team's Conversations Are Constantly Changing

Your callers and agents are having more emotionally charged calls. It's more important than ever to stay informed on how everyone is feeling.



TIP

Cogito's CX Scores and call playback coaching tools help you identify the right calls to help your team better handle similar situations in the future.

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