

# CUSTOMER SERVICE LEADERSHIP IN THE NEW REALITY

## *Agile* Customer Experience

New Leadership Survey Shows the Road Contact Centers Should Take to Thrive in an Uncertain World

As Organizations face growing uncertainty, these 7 data points from our recent NICE survey show how CX Leaders plan to drive Agility in their Contact Centers

1

### AGENTS WORKING FROM HOME IS HERE TO STAY



**50%** or more agents will continue to work from home even when offices re-open



2

### CUSTOMERS PREFER DIGITAL CHANNELS



**50%** or more interactions are being handled through digital channels (e.g. Chat, Email, Social Network)

3

### AT HOME AGENTS PERFORM VERY WELL

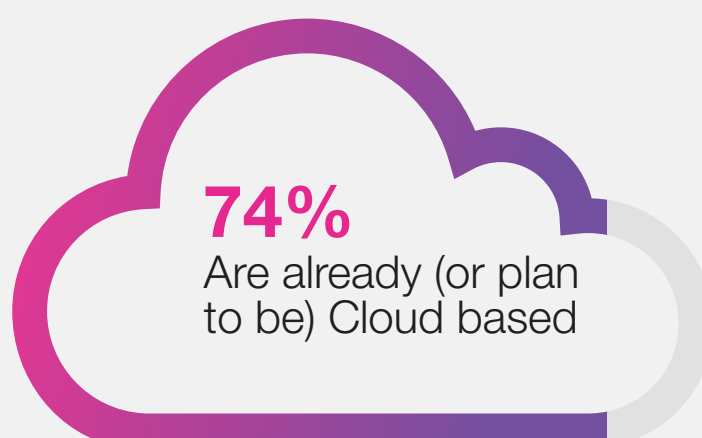


Agents are performing as well or better than in the office



4

### A TRUE NATIVE CLOUD ENVIRONMENT ENABLES WORK FROM HOME



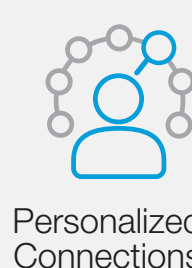
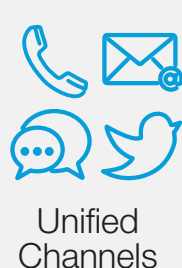
5

### A MAJORITY OF AGENTS PREFER TO WORK FROM HOME



6

### THE RIGHT TECHNOLOGY UPGRADES ARE THE KEY TO ENHANCING AGILITY



7

### DESKTOP GUIDANCE & AUTOMATION CREATE AGILITY

