

Best Practices



Workforce Engagement Management for Empowered Agents

Providing agents with the right resources—ongoing learning, flexible scheduling, relief from monotony, and easy data access—is pivotal for their effectiveness and, subsequently, outstanding customer experience (CX). The adoption of workforce engagement management (WEM) can be instrumental in this regard, irrespective of an agent's work setup: remote, hybrid, or on-site. Furthermore, leveraging AI can amplify task efficiency, heighten productivity, and elevate the entire employee journey.

We call on industry experts to delve into maximizing agent potential through WEM and the transformative influence of AI. Contribute to our **Workforce Engagement Management for Empowered Agents** Best Practices edition!

Live Roundtable Webcast: May 1, 2024

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Workforce Engagement Management for Empowered Agents

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