

Call Center Reopening Guide



For COVID-19 Safety

Things to Consider When Reopening

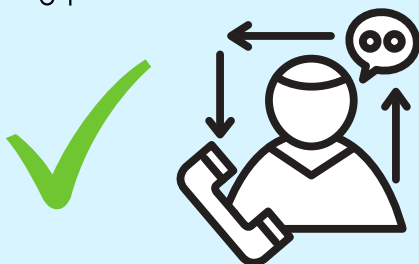
The COVID-19 pandemic has affected businesses worldwide, and call centers have been particularly hard hit. How can we continue to prioritize the health and well-being of employees while continuing to meet and exceed client needs and expectations?



Planning a safe, gradual return to the office must be done with care. You may also want to establish social distancing, cleaning, hygiene, and safety protocols. Consider whether your building should set up sanitation stations, require masks away from designated workstations, or limit office capacity.



However you reopen, you'll need to consider your options carefully. Here are a few questions to ask and ideas to mull over to maximize the safety and efficacy of your reopening plan.



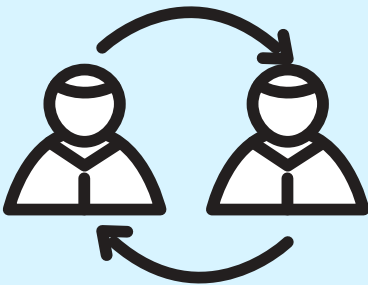
Number 1:

How effective is your setup?

You should factor the efficacy of your setup into your reopening timeline.



If you've been working remotely for a while, your call center may be working very effectively by now. If your call center is working well offsite, then you may be able to delay your reopening.



Alternatively, you may find that remote work has had a negative impact on your team's productivity. If certain departments work better when they're physically on site, you should consider prioritizing their return over departments that work just as well from home.

Number 2:

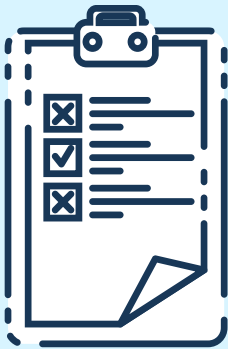
How does your team feel?

Mixed feelings characterize most reopening strategies. While some team members may feel ready to get back in the office, others may not be ready at all. You may want to take a poll to gauge their comfort.

How safe would they feel returning to work?



Shared workspaces during this pandemic might present a sticking point for your call center employees. If your team feels unsafe in their work environment, it could lead to a decrease in morale and an increase in unplanned absences.



Additionally, there may be external factors to consider. Will childcare pose a problem? Have you hired anyone for a remote role that could have a hard time commuting?

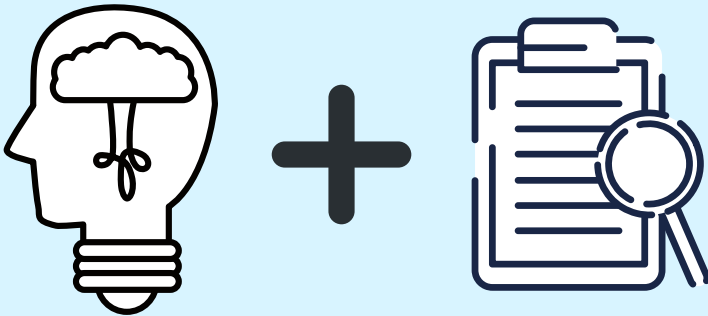
Number 3:

What Are Your Protocols?

Engage team members, key influencers, and experts on your health and safety protocols. There may be as many risks in reopening with a poorly considered plan as there is in reopening without a plan at all.



Ask experts and stakeholders to weigh in on what you currently have in place. Then, ask about what changes they would recommend.



This process will generate trust and buy-in. Many people are more aware now about health and safety concerns as they relate to shared spaces. Moreover, your health and safety protocols may be improved by asking these questions. You might encounter useful ideas that wouldn't otherwise be on your radar.

Number 4:

Consider All Available Options

If you want to minimize your risk, consider outsourcing some of your call center and/or back office processes.



If your organization is experiencing challenges with adopting new standards and practices to fit the current global health situation, it may be time to look at reaching out to a well-established, reliable partner who can support you throughout the pandemic and beyond.

The right partner can help you streamline more than just your pandemic response. Improved efficiency, reduced cost, and higher levels of member service are all possible.



Number 5:

Potential Office Safety Measures



In our experience at UPLevel, we've found that having some or all of the following in place can be beneficial:

Every call center's needs may differ. The best options for your credit union might not make sense for your peers.



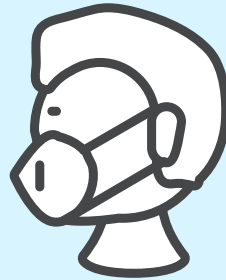
- Hand sanitizer stations at every entrance and exit
- Separate doors for entry and exit
- Mask protocols where applicable
- Tape on the floor to indicate 6' distances for passers-by in shared workspaces
- Arrows to indicate one-way aisles in aisled workspaces
- Alternatives to shared appliances such as coffee makers, fridges, and microwaves
- Rotating work-from-home and in-office schedules to reduce staff working on site
- Establishing capacity and sanitization rules for shared meeting spaces
- Daily cleaning of workstation equipment, such as phone, headset, keyboard, mouse, etc.

Don't Hesitate to Ask

There's no way to be certain that any reopening strategy is the right one. The world is still learning more about this pandemic every day. Consequently, new guidance seemingly comes out weekly.



If you're not sure about your reopening strategy, don't be afraid to ask for help. Whether you want another opinion about onsite best practices, or you want to explore your outsourcing options, don't hesitate to call some friendly experts.



We're happy to speak with you about your call center needs. You may contact us directly here:



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