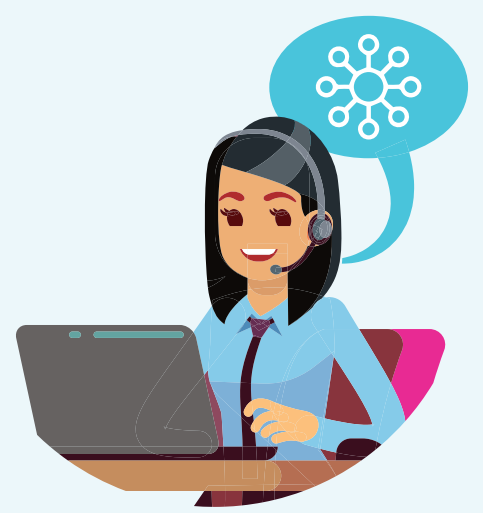# GLOWTOUCH
PUTTING PEOPLE FIRST

5 Ways to Increase the Productivity of Your Customer Support Team

1 Add Variety to Agents' Work

The risk of becoming disengaged is higher when performing mundane tasks. There are effective ways to incorporate variety of work into the customer support role without risking productivity.

2 Empower Your Support Agents

The effective way to give your customer support agents more freedom is through knowledge. A deep understanding of the business's products and services ensures that the agent understands every query that comes in.

3 Provide Efficient Working Tools

Technology boosts productivity by saving time spent on repetitive tasks and also coordinating the interactions on several platforms.

4 Improve Engagement

Mutually stimulating interactions between you and your agents can inspire better interactions between agents and customers. It can also improve the turnaround time.
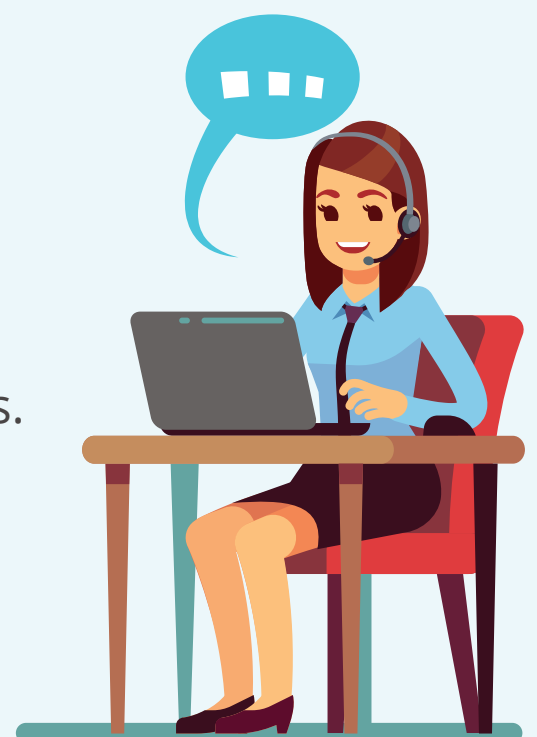
5 Encourage Accountability

Create daily realistic goals for your agents and remember to hold them accountable should they fail to deliver. It would help if you also build trust to ensure that agents report any challenges to you for quick solutions.