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Hiring and onboarding a new agent

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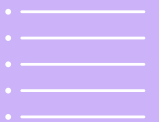
Contents

Introduction

Creating an effective onboarding program is vital to ensuring high-level employee and customer satisfaction from the very first day.

The onboarding agent program not only streamlines the onboarding process for your agents but also mitigates churn, reduces costs, boosts performance, increases productivity, and ensures exceptional customer service.

Did you know that an effective onboarding process boosts retention of new hires by 82% and productivity by 70%? So, if you're also struggling to onboard agents in your call center, it's crucial to invest your time, money, and efforts in building a smart onboarding program.

A. Defining the agent onboarding objectives

Wondering what is the objective of your customer service agent onboarding?

Well, It's about equipping your agents with the necessary skills, knowledge, and tools to provide top-notch customer support.

In an onboarding process, your agents learn about company policies, procedures, and products so they can resolve customers' issues efficiently and assist them confidently.

Below are some main objectives of your agent onboarding program:

- **Aligning talent acquisition with organizational goals:** This means making sure that when you hire new customer service agents, you're looking for people who fit well with what your company wants to achieve.

- **Attracting qualified candidates:** This is about getting the attention of people who are a good match for the job. It involves creating job postings that clearly explain the job and what kind of person your company is looking for. It also means promoting the job in places where qualified candidates are likely to see it.

- **Accelerating new hire productivity:** When new employees join, they must give them the tools, knowledge, and support they need to make meaningful contributions quickly. This might involve training your agents on how to use the company's systems, introducing them to their colleagues, and providing support and guidance as they learn the ropes.
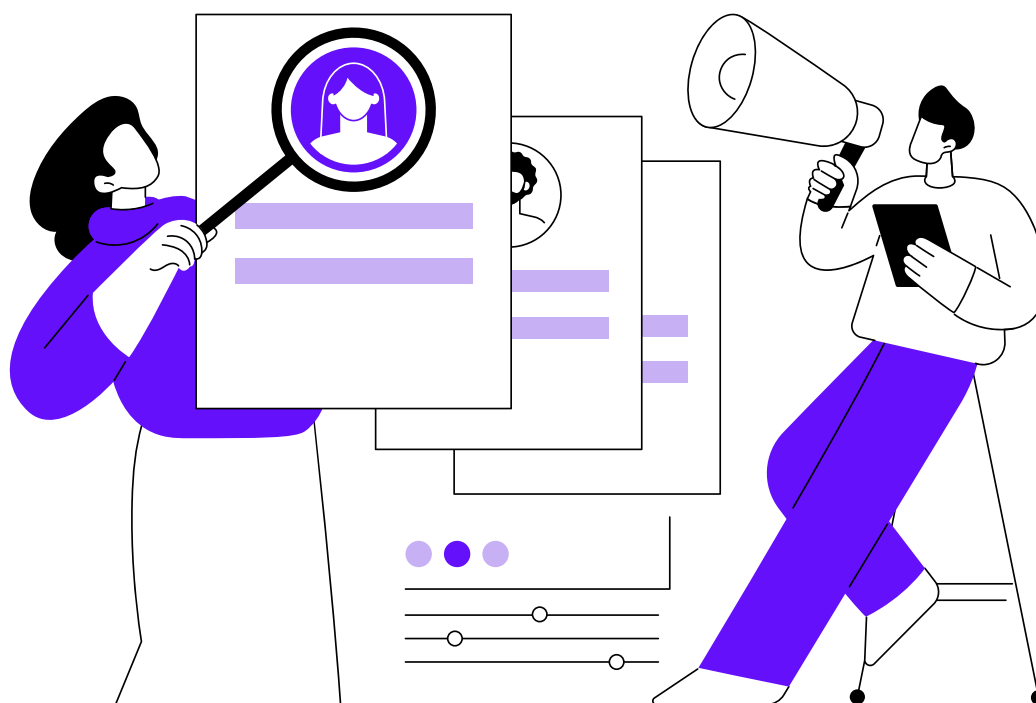
- **Enhancing employee engagement and retention:** After your agent's recruitment, you want to ensure that they feel happy, motivated, and committed to their job and the company. This involves creating a positive work environment, recognizing and rewarding employees for their hard work, and providing opportunities for growth and development. When employees feel engaged and valued, they're more likely to stick around for the long term.

Most importantly, be clear on your unique goals and how your agent boarding program can help you achieve them.
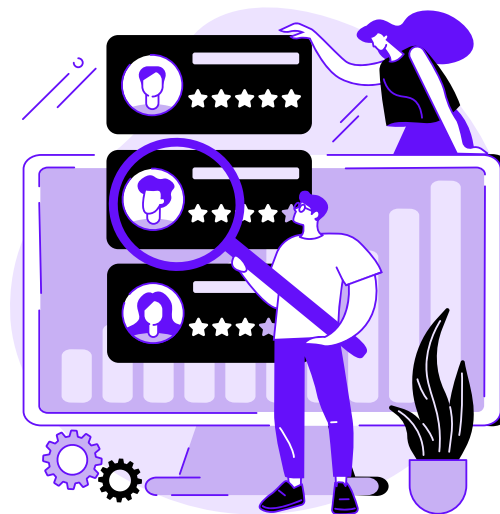
B. Benefits of an effective agent onboarding program

New employees with positive onboarding are 18 times more dedicated to their employer.
A successful agent onboarding program benefits your call center in many positive ways.

- **Stronger employee experience:** An effective agent onboarding program is crucial for a stronger employee experience in your call center. It ensures new hires understand their roles, tools, and company culture from day one.Providing comprehensive training and support makes new agents feel confident and valued, leading to higher job satisfaction and better performance.

- **Increased performance**: Comprehensive training gives new hires confidence and helps them achieve better performance metrics. With a strong start, they contribute to improved KPIs, fewer escalations, and higher CSAT. Good onboarding reduces the time it takes for new agents to reach full productivity, improving employee retention and productivity by 52% to 60%.

- **Better agent retention:** An effective agent onboarding program improves agent retention by providing clear training, support, and resources from the start. It makes new agents feel welcome and prepared, reducing stress and confusion.

- **Increased customer and employee satisfaction:** Proper <u>sales training and coaching </u>help your agents handle inquiries efficiently and professionally, leading to happier customers. Additionally, when your agents feel confident and supported in their roles, they're more likely to engage positively with customers, enhancing their experience.

- **Reduced costs and boosted ROI:** When you invest in well-prepared agents, you set yourself up for success. They hit the ground running and need less guidance and oversight from managers. This efficiency not only saves you time but also cuts down on costs.

- **Increased customer and employee satisfaction:** Proper sales training and coaching help your agents handle inquiries efficiently and professionally, leading to happier customers. Additionally, when your agents feel confident and supported in their roles, they're more likely to engage positively with customers, enhancing their experience.

- **Reduced costs and boosted ROI:** When you invest in well-prepared agents, you set yourself up for success. They hit the ground running and need less guidance and oversight from managers. This efficiency not only saves you time but also cuts down on costs. Your bottom line improves with fewer resources spent on training and operational support.

C. Checklist for onboarding new call center agent

Don't overlook the importance of bringing new customer service reps onto your team. Take the time to plan out how you'll get them up to speed smoothly and effectively. This is super important, especially if you're growing your support team and need to onboard new folks quickly.
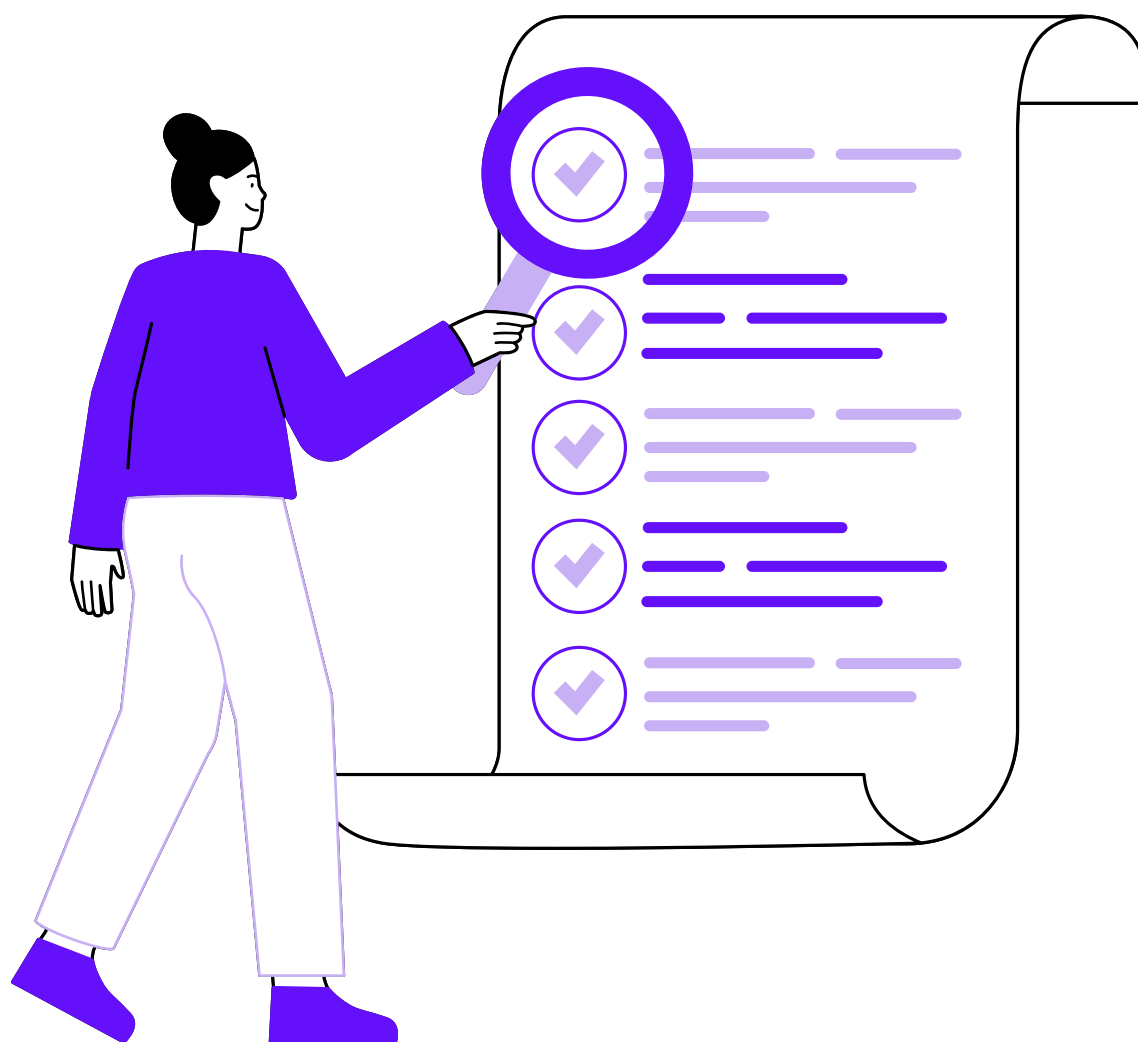
Define and set goals : When onboarding new call center agents, start by setting clear goals tailored to their role. Define key performance indicators (KPIs) like call resolution time and customer satisfaction scores. Use these metrics to guide their training and track their progress.

Familiarize agents with tech tools: When onboarding new call center agents, ensure they know the tech tools they'll use daily. Provide hands-on training sessions covering your call center software, CRM, and other vital tools.
Give training examples.
In the next step, use real call examples to train your agents effectively. Show both successful and unsuccessful interactions, giving insight into what works and what doesn't.

Performance tracking and analytics: Today, many performance tracking and analytics tools help your managers set clear objectives, monitor your progress, and provide timely feedback. This continuous approach helps you understand how your work contributes to company goals and identify areas for improvement.

Remote onboarding capabilities: With remote tools and platforms, your agents can complete training and orientation from anywhere, eliminating geographical barriers. This allows for a smoother transition into the role without needing physical presence.

AI-Powered tools: Technology like AI-powered tools plays a vital role in your agent onboarding journey. AI-based sales training and coaching tools plays an important r training and coaching tools plays an important roleole training and coaching tools plays an important role training and coaching tools plays an important role.

D. Role of technology in improving agent onboarding journey

1 Automated onboarding workflows

Interactive training modules **2**
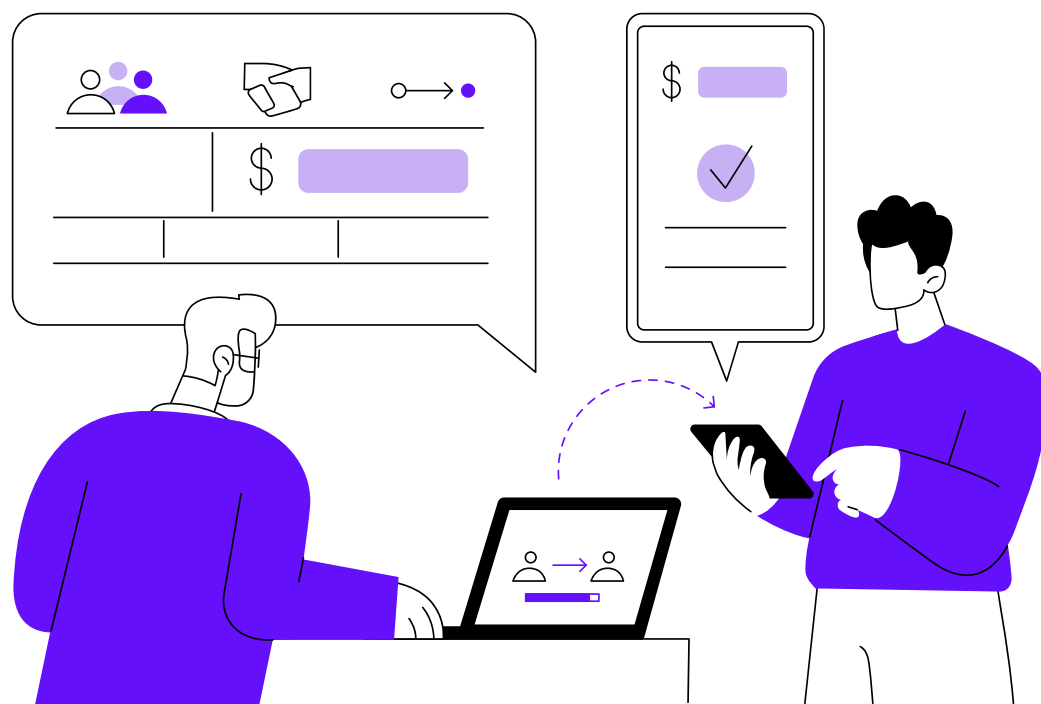
3 Performance tracking and analytics

Remote onboarding capabilities **4**

5 AI-driven skill assessment

- **Automated onboarding workflows**: Technology plays a pivotal role in improving your agent onboarding journey through automated workflows. By automating tasks like application processing and document verification, it streamlines the entire onboarding process.

- **Interactive training modules**: These modules offer hands-on practice, allowing agents to apply what they've learned in real-world scenarios, boosting confidence and competence. Additionally, interactive elements encourage collaboration and problem-solving, fostering a supportive learning environment.

- **Performance tracking and analytics:** Today, many performance tracking and analytics tools help your managers set clear objectives, monitor your progress, and provide timely feedback.

- **Remote onboarding capabilities:** With remote tools and platforms, your agents can complete training and orientation from anywhere, eliminating geographical barriers. This allows for a smoother transition into the role without needing physical presence.

- **AI-Powered tools:** Technology like AI-powered tools plays a vital role in your agent onboarding journey. Tools like Enthu.AI speeds up your onboarding & makes agent training easy.

E. How can Enthu.AI help?

Enthu.AI makes hiring and onboarding your agents in your call center seamless with our variety of AI-powered features. With Enthu.AI, you can streamline and reduce your agent onboarding time by 40%.

- **Automate coaching sessions:** Enthu.AI aids your sales reps in delivering tailored coaching sessions to new agents, guiding them through essential tasks, & delivering immediate feedback to accelerate their learning process.

- **Performance tracking:** Utilizing AI-driven algorithms, Enthu.AI enables you to monitor key metrics of new agents such as CSAT, NPS, and FCR. It identifies areas for improvement, facilitating their quicker progression to their maximum potential.

- **Customized training and coaching plan:** The platform automatically records, transcribes, and analyzes agent-customer conversations. Leveraging these insights, you can evaluate each agent's strengths and weaknesses to devise personalized training and coaching plans.

- **Playback library for effective training:** Enthu.AI offers a playback library where new agents can review previous training sessions, covering aspects like greetings, issue resolutions, and personalized offerings. This feature allows them to learn from errors and continually enhance their skills.

- **Extensive reporting:** Enthu.AI furnishes comprehensive reports on the development of each new agent, granting managers and supervisors insights into their performance and highlighting areas necessitating additional support.

- **Process adherence:** Enthu.AI ensures adherence to the onboarding process for new agents through automated logs and dispute resolution systems. This minimizes delays and guarantees a seamless transition for them.

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Enthu.AI is a powerful conversation intelligence tool designed to elevate the performance of sales agents.

Capture and analyze customer interactions and generate actionable insights for different teams by AQM programs. This means no valuable conversation goes unnoticed, helping you understand customer sentiment and identify areas for improvement.

From increased call coverage to improved call quality and better monitoring, Enthu.AI is making a tangible difference for brands around the world.

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24/7