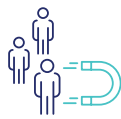


How Well You Serve Employees Can Elevate Their Personal and Work Experiences

Providing excellent employee experiences is paramount for fostering a positive work environment, maximizing productivity and improving retention. Your technology and contact center play an important role.

Creating a workplace culture where employees feel valued, supported and motivated begins with offering individualized experiences, starting from when a job candidate is considering employment with the organization through to the day they retire.



Attraction



Recruitment



Onboarding



Development



Retention



Recognition



Leave



Offboarding



Alumni

By prioritizing the employee experience, you promote individual well-being and a sense of belonging, leading to higher levels of engagement and retention.

Your technology and contact center can elevate — or erode — your employees' experiences

Using the latest digital technology and providing helpful personal support will make your employees feel valued, which will strengthen their overall commitment to your organization. Consistent, meaningful interactions are a highly effective way to improve employee well-being and boost engagement, while creating a productive environment.

Conversely, if your technology is out of date or unreliable and/or interactions with the contact center are frustrating, you create the opposite impression, contributing to disengagement. For example, a large majority of employees surveyed in 2022 (nearly 70 percent) were so frustrated with outdated technology at work that they would be willing to take a pay cut to have software and technology that's twice as good as what they're currently using.

To gain insight into your employees' experiences, conduct an assessment

Consider reviewing the aspects of your technology and contact center that are outlined on the next page.

Technology reviews

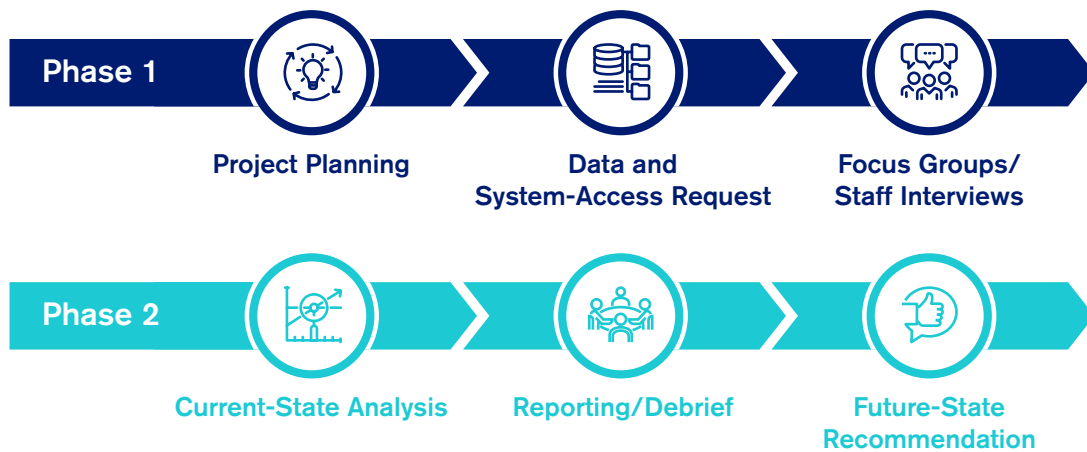
- Entry points, including your intranet, mobile, portals and microsites
- Authentication protocols, including registration, password resets, one-time code, multifactor authentication and alternate security
- Employee life-cycle interactions (i.e., candidate, onboarding, status changes, annual enrollment, leaves of absence and retirement)
- Current process for engaging with key programs (i.e., using a microsite for content and the benefits platform for transactions vs. embedding content into the benefits platform)
- Decision-support tools and interactions with third-party vendors
- Communication channels and how key messages are delivered via email, text and U.S. mail

Contact center reviews

- Current model (dedicated vs. shared team resources, skills-based routing, onshore vs. offshore)
- Channel capabilities (e.g., webchat, virtual assistant, outbound “robocalls,” text, email and online service tickets)
- Phone tree structure (and options), authentication process and call transfer protocols
- Capabilities for recording monitoring calls
- Contact center analytics reporting (measurement and performance monitoring)
- Business-continuity, disaster-recovery and incident-response plans

Our approach: Your solution, not any solution

Our employee experience assessments typically include two phases. Here’s a high-level summary of both:



We’ll tailor our assessment to your situation, goals and specific needs.

Get in touch

Let’s have a conversation about how the actions you take now can help ensure your future success.

Contact



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