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The only unified customer
support platform.

3 ways to strengthen your remote teams

In a **[recent survey](#)** **by the Support Driven community, 29% of companies say almost all their support is remote and 27% say they support both remote and co-located. Today, with most of the world on lockdown, this number is closer to 100%.**

This is a challenging transition. How do you guarantee that the right processes are being maintained, the quality of customer support stays the same and agents don't feel neglected? We asked Wix.com support managers about their current day-to-day challenges running remote sites in Kiev, Dublin, Manila, Tokyo, and San Francisco.

Here are 3 methods we've compiled from their feedback to help you manage your remote support operations more efficiently in this new business environment.

01 Company culture

With your team members no longer sitting together, it is more important than ever to try to maintain a shared company culture.

While your team members are working from home, make an extra effort to encourage them to share interesting customer stories. Also, make sure you continue to communicate the company KPIs and high-level goals (even if they've changed), as a reminder to maintain core values.

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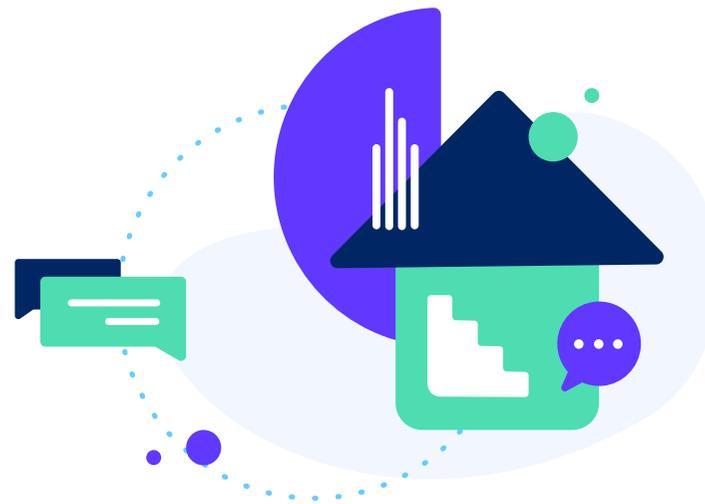
02 Quality alignment

How can you make sure your agents are able to consistently maintain a high quality of customer support when they are isolated at home? At first, this may take quite an effort, but keep in mind that it's worth putting the resources towards making sure everyone is capable of being self-sufficient at this time.

Depending on your business, especially if you are in an online service industry, you may even be hiring right now. A great way to make them onboard smoothly and quickly is to give experienced agents a large part of the responsibility to oversee the onboarding process. This is not just a great way to turn new hires into pros. It keeps existing agents highly motivated with an added role as an onboarding mentor to new agents.

> **When our site was opened, we constantly had experienced agents train us and share their knowledge until we became self-sufficient. Now that the quality of knowledge is high we are trusted to take care of our own operations; we are completely aligned."**
>
> Karyna Shmatko, Kyiv Site-manager

To maintain high quality with responses that are consistently precise, it's important to keep your teams aligned and updated with the latest feature releases and what's coming soon. While your agents are working from home, it's more important than ever to keep both new and experienced team members aligned with knowledge.

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03 Communication

Whether you use Slack, Hangouts, Zoom, or Bluejeans, here are a few ways to keep your team's communication smooth:

Keep the community feeling going

Transition into a digital community that recognizes events such as birthdays, births and company milestones. Create a channel for chatting and sending pictures of your daily desk setup, caffeinated drinks that keep you going, lunch creations, and home life (children, pets or even plants). You can create fun competitions around this, such as: who has the coolest desk setup. This will recreate that sense of community and togetherness you had at the office and inspire to keep communication going between employees.

Align expectations

In order to avoid frustration and misunderstanding, establish a clear set of expectations for all parties. Create clear guidelines on how you want a task to be completed with clear deadlines.

Set a call protocol

Whichever tool you use, make meetings more personal by being face to face. PJs are fine, now that everyone's working from home. Just make sure there's unanimous consent on the dress code. Keep meetings short and precise and consider sending the agenda in advance to make the best use of everyone's time.

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Update everyone at the same time

Use boards, such as Monday or Jira, to keep everyone in the loop at the same time, so no one will feel like they're the last to know.

Distribution of tasks

It can be really easy to give a task to someone you're more familiar with. But now especially, it's important to make a conscious effort to distribute tasks evenly so team members won't feel left out. Since you can no longer have catch-up talks in the office, share your completed tasks with everyone!

Respond as fast as you can

Agents and other managers should feel that you have a virtual "open door" policy. Since we are currently limited to online communication, make sure no one on your team feels "frozen-out."

We can all agree that these aren't ideal times. But it's an opportunity to be more proactive with communication and team building. It's important that each team member is 100% committed to these values and understands how important his or her individual role is in keeping the show going.

As frustrating and challenging as this experience can be, it can also be seen as an opportunity to create a much stronger and committed team environment.
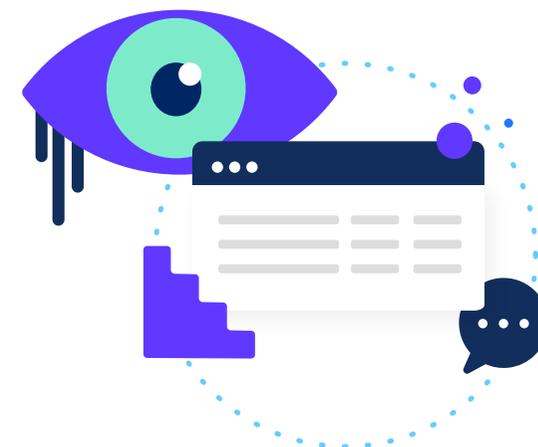
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Tell us about your support challenges.
Let's chat

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