



Building on the wins

Delivering a Quality Service From Home

26th April 2022 NICK BROWN

ABOUT US

FRONT LINE STAFFING

26 Fulltime staff

22 Part time staff

(20 of the above staff remote service Just Ask!)

JUST ASK! SERVICE

Answers email tickets and live chats from 0800 – 1900

Then we have the co-op 24/7 take over from 1900, delivering a 24/7 service.

Our initial thoughts!

Our first conversation about this took place on 20th March 2020, just as we went into lockdown!

Many concerns about the prospect of delivering a customer service from people's homes. Surely this wasn't feasible???

What were our worries?

What we had to think about.

- What equipment will people need?
- Wifi considerations and internet accessibility?
- How will they receive support?
- How do we handle difficult situations?
- How do we ensure quality control?
- How long will the service run?
- How will shift patterns work?
- How do we manage breaks?
- How will staff feel about this?

Where are we now?
What have we learned?



What does the future hold?

