

Work from Home Agents Solutions



Bringing Business Continuity Amidst a Global Crisis

The COVID-19 outbreak has the whole world reeling and grappling with a new reality. During this unprecedented time, we have taken measures to enable business continuity for our clients and employees, through our work from home agents solutions.

It is resilient, responsive and robust.

The Game Plan

We have the capabilities and resources to be your trusted partner and support your requirements, not just during these trying times, but in the future as well.

We are committed to ensuring your business operations stay on point.

Advantages



Flexibility for employees and clients

Ensures flexibility in recruitment and managing volumes



Safety of agents

WFH enables our agents to self-isolate and reduce the spread of the virus, ensuring their safety and that of the community



Agent satisfaction

Employees are able to maintain a good work-life balance



Business continuity

Enables business consistency throughout the lockdown situation, ensuring seamless service for our clients and customers



Access to workforce

Agents continue to be accessible to our clients' customers, all business requirements can be handled during this crisis



Easy agility

Access to an agile talent pool, available round the clock



Added Advantages

Round-the-clock IT support

24/7 IT and helpdesk services are available to agents and to you

Virtual programs

All our training and development programs are customized for virtual delivery

Keeping up the spirit

Employee engagement activities are conducted across different platforms

Consistent Security and Data Protection*

While our workforce gears up, and continues to provide the best customer service, we're working tirelessly to ensure safe and secure business operations.

Our Priorities

- Extremely secure access controls
- Multi-factor authentication
- Encrypted data communication
- Lockdown device software to prevent data transfer, cut/paste, drive mapping, etc.
- No provision for local storage of data
- Industry standards inline connections
- Stringent whitelisting protocols
- Controlled internet access

*Terms & Conditions Apply



As we navigate a challenging time, let us stand united in spirit as we face the new normal.

Discuss more about our work from home agents solutions

[CONTACT US](#)

Contact us today

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About [24]7.ai

[24]7.ai is redefining how artificial intelligence and human insight are combined to produce satisfying customer experiences. Our conversational AI platform predicts consumer intent to create frictionless interactions, across every channel, that strengthen relationships and increase brand loyalty, at the lowest cost per resolved conversation.

For more information visit: www.247.ai