

# Work-at-Home Agent Survey

Overview

Response Design Corporation  
CREATING THE UNCOMMON CALL CENTER



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## Overview

Following are the high level results of the Contact Center Performance Forum's ([www.contactcenter.ning.com](http://www.contactcenter.ning.com)) Work-at-Home Agent survey.

Survey participants receive a detailed analysis including a breakdown of the results by:

1. industry (Q3),
2. size of center (Q4 number of locations, Q5 total number of agents, and Q13 number of work-at-home agents),
3. type of center (Q6 and 7),
4. organizations using work-at-home agents (Q8),
5. length of time using work-at-home agents (Q9).

Also included in the detailed report are text responses to:

1. Q11: What benefits have you fully or partially achieved with work-at-home agents?
2. Q12: What concerns about work-at-home agents have you experienced?
3. Q26: What technology are you using for your work-at-home agents?
4. Q20: If planning to use work-at-home agents, what benefits do you hope to achieve?

If you would like to receive a copy of the Work-at-Home Agent survey detailed report, and you have not completed the survey, you can participate at:

[https://www.surveymonkey.com/s.aspx?sm=EVFGRkHXiKYy\\_2bGKkUI9Fcg\\_3d\\_3d](https://www.surveymonkey.com/s.aspx?sm=EVFGRkHXiKYy_2bGKkUI9Fcg_3d_3d)

### Other available surveys:

1. Agent Compensation:
2. [https://www.surveymonkey.com/s.aspx?sm=5pm0tYQVt3OA3ds3jcC02A\\_3d\\_3d](https://www.surveymonkey.com/s.aspx?sm=5pm0tYQVt3OA3ds3jcC02A_3d_3d)
3. Quality, Coaching, and Incentives in the Contact Center:  
[https://www.surveymonkey.com/s.aspx?sm=6eVpcJi7SCkAia4an2IWTw\\_3d\\_3d](https://www.surveymonkey.com/s.aspx?sm=6eVpcJi7SCkAia4an2IWTw_3d_3d)
4. (Newly updated – just posted) Contact Center Service Level:  
[https://www.surveymonkey.com/s.aspx?sm=HTG7v6V5uPyQhvrQylzPtQ\\_3d\\_3d](https://www.surveymonkey.com/s.aspx?sm=HTG7v6V5uPyQhvrQylzPtQ_3d_3d)

After you complete the survey, the detailed report will be emailed to you. This may take a day or two so we appreciate your patience.

Data for each of these surveys will be updated periodically as additional data is available. Notice of updates will be posted on Contact Center Performance Forum at [www.contactcenter.ning.com](http://www.contactcenter.ning.com)

If you have any questions, please email Kathryn Jackson at [Kjackson@responsedesign.com](mailto:Kjackson@responsedesign.com). Thank you for your interest in these results and for participating in future surveys.



## Participant Demographics

Q2: Please describe your role in the company.		
Answer Options	Response Percent	Response Count
Contact center operations	47.8%	22
Human resources	19.6%	9
IT / Telecom	4.3%	2
Other	28.3%	13
Other (please specify)		15
<i>answered question</i>		46
<i>skipped question</i>		0

Q3: What industry is your organization in?		
Answer Options	Response Percent	Response Count
Banking/Financial services/Insurance/Real estate	19.6%	9
Business services/Consulting	15.2%	7
Consumer services	8.7%	4
Computer hardware/Services/Software	6.5%	3
Telecommunications equipment/Services	6.5%	3
Automotive	4.3%	2
Media	4.3%	2
Technology/High Tech	4.3%	2
Consumer products manufacturing	2.2%	1
Food/Beverage	2.2%	1
Transportation Services	2.2%	1
Aerospace and defense	0.0%	0
Chemicals	0.0%	0
Construction	0.0%	0
Electronics	0.0%	0
Energy and utilities	0.0%	0
Engineering	0.0%	0
Environmental services and equipment	0.0%	0
Industrial manufacturing	0.0%	0
Metals and mining	0.0%	0
Other (Please specify: )	23.9%	11
Other (please specify)		11
<i>answered question</i>		46
<i>skipped question</i>		0



Q4: Number of contact center locations in your organization:		
Answer Options	Response Percent	Response Count
0	10.9%	5
1	32.6%	15
2-5	41.3%	19
6-10	4.3%	2
10+	10.9%	5
<i>answered question</i>		46
<i>skipped question</i>		0

Q5: What is the total number of agents (FTEs) working in your organization (in-house, insourced, and outsourced)?		
Answer Options	Response Percent	Response Count
0	4.3%	2
1-25	8.7%	4
26-50	8.7%	4
51-100	8.7%	4
101-150	13.0%	6
151-200	8.7%	4
201-250	4.3%	2
251-500	6.5%	3
501-1000	17.4%	8
1001 - 2500	2.2%	1
2501 - 5000	8.7%	4
5000	8.7%	4
<i>answered question</i>		46
<i>skipped question</i>		0

Q6: Please describe your contact center operation (check all that apply).		
Answer Options	Response Percent	Response Count
Inbound service	78.3%	36
Inbound sales	50.0%	23
Outbound telemarketing - appointment setting	23.9%	11
Outbound telemarketing - product / service sales	26.1%	12
Help desk / tech support	54.3%	25
<i>answered question</i>		46
<i>skipped question</i>		0



Q7: Are you predominantly business-to-business, business-to-consumer, or equally both?		
Answer Options	Response Percent	Response Count
Predominantly business-to-business	30.4%	14
Predominantly business-to-consumer	45.7%	21
Equally business-to-business and business-to-consumer	23.9%	11
<i>answered question</i>		46
<i>skipped question</i>		0



## Work-at-Home Agent Profile

Q8: Do you currently use work-at-home agents?		
Answer Options	Response Percent	Response Count
Yes	60.9%	28
No	39.1%	18
<i>answered question</i>		46
<i>skipped question</i>		0

Q19: If you do not currently use work-at-home agents, are you considering doing so within the next 12 months?		
Answer Options	Response Percent	Response Count
Yes	82.4%	14
No	17.6%	3
<i>Those with work-at-home agents that answered question</i>		17
<i>skipped question</i>		0

Q9: How long have you been using work-at-home agents?		
Answer Options	Response Percent	Response Count
Less than 1 year	25.0%	7
Between 1 and 2 years	35.7%	10
Between 2 and 3 years	3.6%	1
Between 3 and 4 years	14.3%	4
Between 4 and 5 years	0.0%	0
5+ years	21.4%	6
<i>Those with work-at-home agents that answered question</i>		28
<i>skipped question</i>		0



Q13: What is the total number of work-at-home agents (FTEs) in your organization (in-house, insourced, and outsourced)?		
Answer Options	Response Percent	Response Count
1-25	39.3%	11
26-50	17.9%	5
51-100	10.7%	3
101-150	0.0%	0
151-200	3.6%	1
201-250	3.6%	1
251-500	7.1%	2
501-1000	14.3%	4
1001 - 2500	0.0%	0
2501 - 5000	0.0%	0
5000	3.6%	1
<i>Those with work-at-home agents that answered question</i>		28
<i>skipped question</i>		0

Q14: What percent of your work-at-home agents are in house / insourced?		
Answer Options	Response Percent (Not including NA)	Response Count
1-10%	6.3%	2
11 - 20%	6.3%	2
21 - 30%	0.0%	0
31 - 40%	0.0%	0
41 - 50%	6.3%	2
51 - 60%	0.0%	0
61 - 70%	0.0%	0
71 - 80%	0.0%	0
81 - 99%	3.1%	1
100%	59.4%	19
<i>Those with work-at-home agents that answered question</i>		32
<i>skipped question</i>		0



**Q18: What percent of your work-at-home agents are outsourced?**

Answer Options	Response Percent	Response Count
0%	88.0%	22
1-10%	0.0%	0
11 - 20%	0.0%	0
21 - 30%	0.0%	0
31 - 40%	0.0%	0
41 - 50%	0.0%	0
51 - 60%	4.0%	1
61 - 70%	0.0%	0
71 - 80%	0.0%	0
81 - 99%	0.0%	0
100%	8.0%	2
<i>Those with work-at-home agents that answered question</i>		25
<i>skipped question</i>		0



## Overall Satisfaction

**Q10: Please rate your overall satisfaction with work-at-home agents.**

Answer Options	Extremely poor; would never do it again	2	3	4	5	6	Extremely satisfied; would recommend it to everyone	N/A	Rating Average	Those with work-at-home agents response count
Satisfaction Level	1	0	1	5	7	7	7	18	5	28
Percent	3.6%	0.0%	3.6%	17.9%	25.0%	25.0%	25.0%	39.1%		
<i>answered question</i>										46
<i>skipped question</i>										0

**Q17: Please rate your overall satisfaction with the technology you are using.**

Answer Options	Extremely poor; would never do it again	2	3	4	5	6	Extremely satisfied; would recommend it to everyone	N/A	Rating Average	Those with work-at-home agents response count
Satisfaction Level	0	0	0	8	8	8	4	18	5	28
Percent	0.0%	0.0%	0.0%	28.6%	28.6%	28.6%	14.3%			
<i>answered question</i>										46
<i>skipped question</i>										0



## Benefits and Concerns

<b>Q11: What benefits have you fully or partially achieved with work-at-home agents? (Check all that apply.)</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Improved agent retention	78.6%	22
Improved agent satisfaction	75.0%	21
Reduced fixed costs	64.3%	18
Reduced variable costs	53.6%	15
Improved performance	46.4%	13
Higher skilled agents	39.3%	11
Additional benefit offer to agents	39.3%	11
Improved peak service level	28.6%	8
Improved customer satisfaction	28.6%	8
Increased capacity	28.6%	8
Acquire unique skill set(s)	25.0%	7
Other	3.6%	1
Other (please specify)		4
<i>Those with work-at-home agents that answered question</i>		<b>28</b>
<i>skipped question</i>		<b>0</b>

<b>Q12: Which of the following concerns about work-at-home agents have you experienced? (Check all that apply.)</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Difficulty of monitoring / managing agent quality	34.8%	8
Difficulty of monitoring / managing agent productivity	34.8%	8
Difficulty of ramping up quickly	30.4%	7
Problems with information and data security	26.1%	6
Problems with technology deployment and maintenance	26.1%	6
Difficulty of scaling operations	17.4%	4
Difficulty of screening agents remotely	17.4%	4
Difficulty of screening agents sufficiently	13.0%	3
High cost of technology	8.7%	2
Other	17.4%	4
Other (please specify)		6
<i>Those with work-at-home agents that answered question</i>		<b>23</b>
<i>skipped question</i>		<b>0</b>



<b>Q20: If planning to use work-at-home agents, what benefits do you hope to achieve? (Check all that apply.)</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Reduced fixed costs	70.6%	12
Improved agent retention	64.7%	11
Improved agent satisfaction	52.9%	9
Higher skilled agents	52.9%	9
Improved performance	47.1%	8
Improved peak service level	41.2%	7
Increased capacity	41.2%	7
Reduced variable costs	35.3%	6
Additional benefit offer to agents	35.3%	6
Improved customer satisfaction	23.5%	4
Acquire unique skill set(s)	23.5%	4
Other	11.8%	2
Other (please specify)		2
<i>Those with work-at-home agents that answered question</i>		<b>17</b>
<i>skipped question</i>		<b>0</b>

<b>Q21: If planning to use work-at-home agents, what concerns you about implementing this strategy? (Check all that apply.)</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Information and data security issues	68.8%	11
Inability to ramp up quickly	50.0%	8
Inability to monitor / manage agent productivity	50.0%	8
Technology deployment and maintenance issues	50.0%	8
Inability to screen agents sufficiently	43.8%	7
Inability to train agents remotely	43.8%	7
Inability to monitor / manage agent quality	43.8%	7
High cost of technology	25.0%	4
Inability to scale	18.8%	3
Other	12.5%	2
Other (please specify)		2
<i>answered question</i>		<b>16</b>
<i>skipped question</i>		<b>0</b>



## Recruitment

Q15: If insourced, did you recruit agents from your core agent pool or recruit them independently?		
Answer Options	Response Percent (Not including NA)	Response Count
Recruited from core agent pool	48.1%	13
Recruited independently	18.5%	5
Recruited from both core pool and independently	33.3%	9
<i>Those with work-at-home agents that answered question</i>		27
<i>skipped question</i>		0