

5 Call Center Myths vs. Facts

On-demand agents defy them.

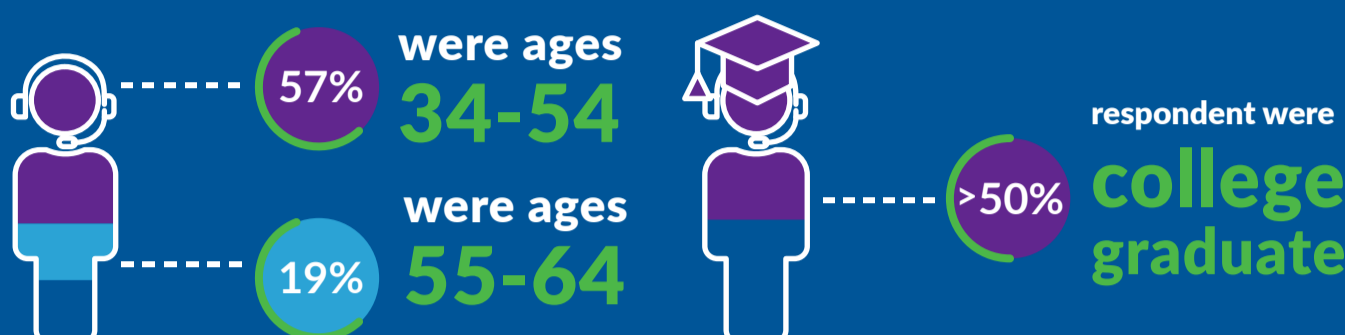
A recent Working Solutions survey of more than 2,000 of its customer service experts challenges five misconceptions about on-demand contact center agents versus brick-and-mortar call center reps.

Myth #1

Customer service agents are young and uneducated.

Not True. Fact #1

Survey results show 75+% of on-demand agents are older than 43, with more than half being college graduates.



Myth #2

Service reps possess no real-world job experience.

Not True. Fact #2

On-demand agent responses state 70+% have 6 or more years of experience in customer service.

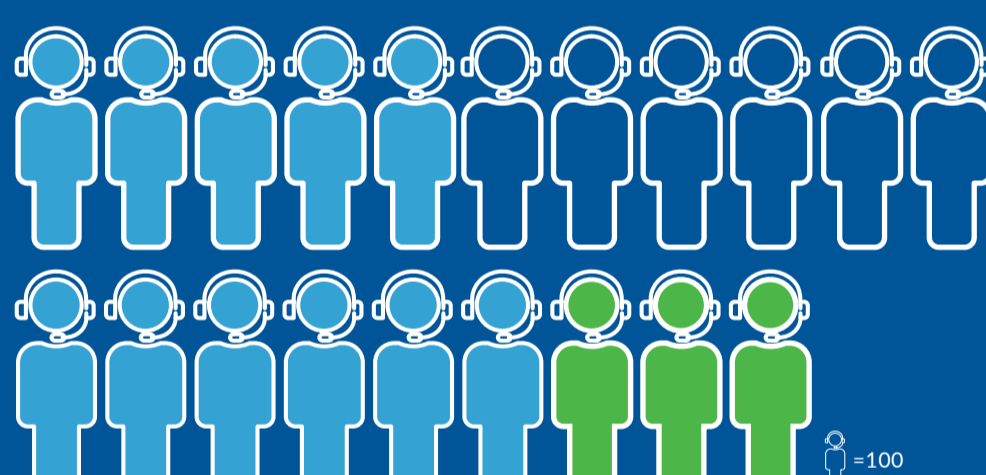


Myth #3

People work as customer service agents because they cannot find better jobs.

Not True. Fact #3

This myth couldn't be further from the truth. More than half of on-demand agents polled state they prefer to work remotely. Work flexibility and entrepreneurial lifestyle are two reasons why.

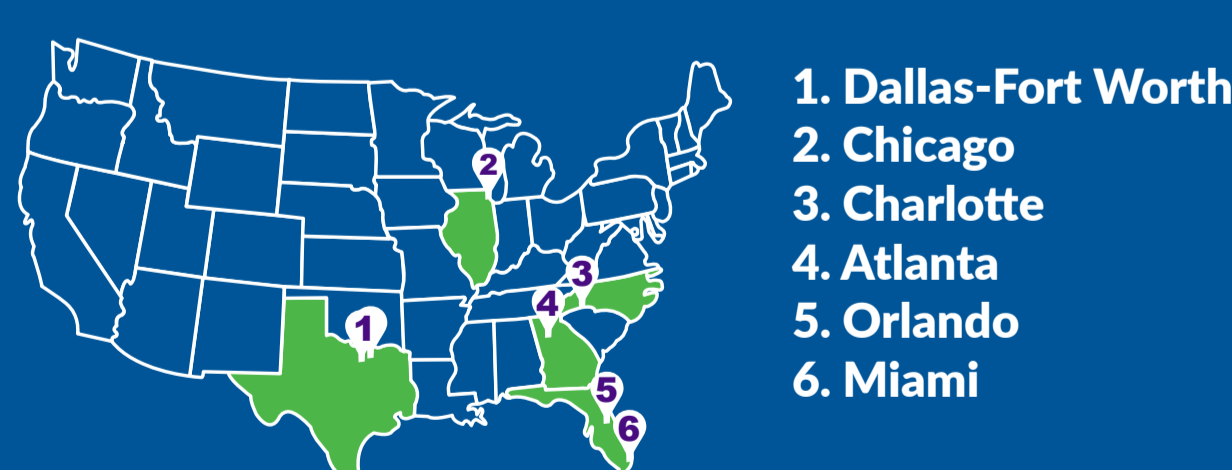


Myth #4

Most of the customer service industry has gone overseas.

Not True. Fact #4

In recent years, U.S. clients often select onshore service providers for a better cultural fit. Hiring hot spots for on-demand agents in the United States include:



Myth #5

As self-service increases, the need for high-touch customer care decreases.

Not True. Fact #5

Quite the contrary. Self-service only goes so far. On-demand agents know this, citing these essential customer service skills:



As survey results show, well-educated and experienced agents continue to fulfill the needs of today's customers—but in much more sophisticated ways.