



20 Call Center Cheat Codes



It's not always possible to be at the top of your game 100% of the time.

That's what cheat codes are for.

Just like in your favorite video game, cheat codes give you life! But remember, you can't use all of them at once.

We suggest focusing on one or two at a time.

Once you have those down, use another one to spawn a rhino tank or use invincibility.

Oh wait... sorry those are our favorite cheat codes from GTA and GoldenEye!

1. INFINITE LIVES *(PATIENCE)*

Channel your inner zen master. Patience is key when dealing with both customers and agents.

Measuring your agent's patience level on calls can improve your CSAT scores by over 19%. Your customers will thank you when they are no longer interrupted on calls.

2. UNLIMITED POWER-UPS *(TRAINING)*

Invest in continuous training and development. A well-trained agent is your best asset. The most forgotten piece to this cheat code is ensuring management is on the same page.

Agents aren't the only ones who should receive training and coaching. Management should as well. Here is a [great place to start](#).

3. WARP TO SUPERVISOR *(ESCALATION)*

Ensure there's a clear and efficient escalation path. But empower your agents to try and handle complex issues on their own first.

However, if managers are requested, agents should know the exact steps to take without hesitation to help solve your customer's issue as quickly as possible.

This is where real-time call guidance can help agents live on calls.

4. SPEED BOOST *(CALL HANDLING TIME)*

Streamline processes to reduce average handle time without sacrificing quality. Easier said than done. But here are [7 hacks](#) that you can use to reduce call handle time.

First, start with understanding exactly what a "good" call looks like. Then you can replicate it.

5. EXTRA LIVES *(BACKUP STAFF)*

Have a standby team ready for peak times and unexpected absences. It's no secret that agent attendance is difficult to manage.

That's why having a backup plan is key. Whether you use [gig economy agents](#) or you can offer overtime for your agents who are hungry to earn more, it's important to outline before the situation occurs.

6. INVINCIBILITY *(STRESS MANAGEMENT)*

Implement stress management programs to keep your team invincible against burnout.

It's all about the balance.

Overloading your agents can lead to burnout, but not asking enough of them can lead to boredom.

7. TOOL UP *(TOOLS AND TECH)*

Equip your agents with the best tools and technology to handle calls efficiently. Hint hint... check out Abstrakt :)

And if you're looking for other tools that pair well with Abstrakt, [check these out](#).

8. STEALTH MODE *(LISTENING)*

Perfect the art of active listening. Sometimes, listening is more important than speaking. But how do you measure active listening? It's a lost art.

Hopefully, you're using software that measures talk time so you can see how much your agents are speaking vs. listening to the customer or prospect.

9. CHECKPOINT SAVE (*KNOWLEDGE BASE*)

Maintain an updated and comprehensive knowledge base for quick reference.

Most agents can only retain so much information. Same with supervisors. Having a knowledge base that isn't just built and forgotten, but built and maintained will go a long way.

Google Docs are fine at the base level, but having [software](#) that connects your knowledge base to what correlates with higher CSAT scores, lower handle time, and so on is how you level up.

10. MULTIPLAYER MODE (*TEAM COLLABORATION*)

Foster a collaborative environment where agents help each other out.

This can be done in several ways, but here are a few of our favorites:

- Have an agent lead weekly meetings, teaching everyone about a specific topic.
- Give shoutouts every week on good things you see your team doing, it gives them additional internal motivation to go above and beyond if they're bought in.
- Team bonding. During work hours. Find another team or agency to cover the phones for an hour.

11. BOSS BATTLES (*DIFFICULT CUSTOMERS*)

Train agents on handling difficult customers with grace and effectiveness.

The best way to do this - have supervisors show them what a "great" call looks like. Role playing is fine, but it doesn't throw [curve balls](#) like a real call does.

Difficult conversations happen almost daily. Make sure your agents know that you're all on the same team.

12. TIME TRAVEL *(HISTORICAL DATA)*

Use historical data to predict and prepare for call volume trends.

Identifying trends and forecasting properly is a superpower in the call center world. And software can do this for you, saving you time and money.

13. POWER-UP *(RECOGNITION AND REWARDS)*

Regularly [recognize](#) and reward agents for their hard work and achievements.

We're not talking about pizza parties. We're talking money or time and verbal recognition.

It can be something simple like "Charlie did amazing this week" or a free lunch or even better... an extra hour of PTO.

14. COMBO MOVES *(SCRIPTING AND FLEXIBILITY)*

Use scripts as a guide but allow flexibility for agents to personalize their interactions. For the newbies, following a script more closely leads to better results.

But there might be some agents who've been around the block and earned the opportunity to expand on your current script (minus anything compliance-related). The right scripting software matters.

15. SECRET LEVELS *(ADVANCED METRICS)*

Dive deep into advanced metrics to uncover insights and opportunities for improvement.

Some examples: patience level, talk speed, and script/playbook completion percentage. Agent [soft skills](#) aren't talked about as often as they should be.

16. UNLIMITED BODY ARMOR (*AGENT ASSIST*)

This one plays off the tech cheat code.

Agent assist software gives your agents the answers when they need them the most without having to escalate calls to their managers.

17. SHIELD (*CUSTOMER SATISFACTION*)

Prioritize customer satisfaction in every interaction, shielding your reputation.

[Long-term customer value](#) will continue to pay dividends if you prioritize your customers early on.

For those who only focus on KPIs like FCR or AHT, you'll miss the bigger picture of overall customer happiness.

18. EXTRA COINS (*BUDGET MANAGEMENT*)

Manage your budget wisely, investing in areas that offer the highest return. Spend money on platforms that solve two or three problems instead of just one.

This will reduce the systems/platforms you need to achieve your goal, saving you time and money.

19. DK MODE (*REMOTE WORK*)

Embrace remote work options to attract and retain top talent. But remote agents add an extra challenge to call center managers.

That's why having the right tools can help reinforce your training and coaching and will yield great results.

We have a great podcast episode focused on three steps to coaching. [Listen here.](#)

20. POWER UP *(SURPRISE AND DELIGHT)*

Surprise and delight your agents and customers with unexpected perks and personalized touches.

With agents, don't be afraid to expand beyond work items. Think transportation, childcare, food, etc. Provide free lunch or vouchers for childcare services or anything that helps support the needs of your agents.

With customers, you can offer free upgrades or loyalty rewards for your long-term customers.

Even the simplest personalization like calling a customer by their name during the entire call can go a long way.

USE THESE "CHEAT CODES" TO LEVEL UP YOUR CALL CENTER LEADERSHIP GAME. THIS ENSURES A HIGH-PERFORMING AND HAPPY TEAM WITH SATISFIED CUSTOMERS.

GAME ON!

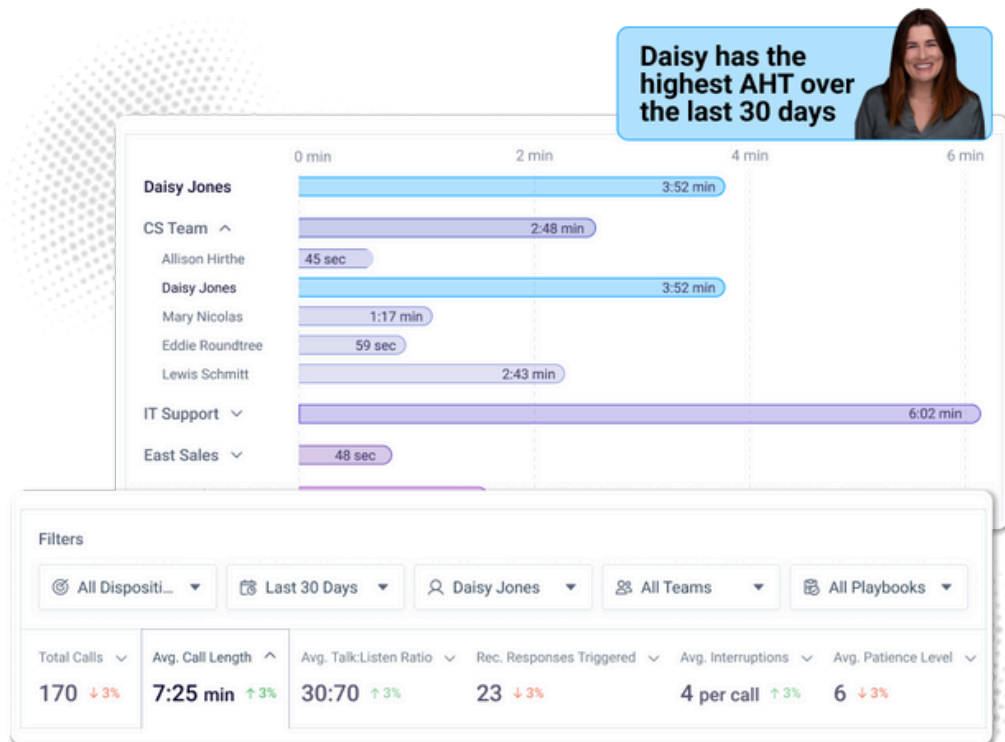




Abstrakt is a call center platform that guides agents in real-time, eliminates subjectivity, and automates QA on every call to directly improve your business outcomes.

Remove uncertainty on calls and give your agents the power of real-time.

As a platform, Abstrakt works within your existing ecosystem of tools to help you grow your business.



BOOK YOUR DEMO

abstrakt.ai
sales@abstrakt.ai