There are approximately 17 million customer service reps in the U.S. and millions more around the globe. Most of these representatives work in call centers, which are widespread disruptions, resulting from the Covid-19 pandemic. Call centers continue to experience a surge in business continuity. They are shifting to new operating models and adopting new technologies to support customers throughout these difficult times.

CGS polled customer experience (CX) business leaders in July 2020 to understand what the pandemic is doing to our businesses and what solutions they're considering to meet consumer demands long-term.

16% Report decreased call volumes
Those reporting the most drastic decrease were in automotive, retail and energy sectors.

17% of CX Leaders are not confident or only somewhat confident in their ability to maintain service levels and prevent anger incidents in the event of additional outbreaks of the virus.

Ongoing Impact of Covid-19 on Contact Center Support Services

Shifting Priorities Thru 2020
By the end of April 2020, over 90% of organizations reported lower operating costs from reduced workforce and operations. Many organizations have been forced to reduce their workforce, which has led to increased utilization of call center agents and customer service representatives. Many organizations have shifted to new operating models and adopted new technologies to support customers throughout these difficult times.

In order to keep up with the increased demand for customer service, many organizations have been required to rapidly increase their workforce. This has led to increased utilization of call center agents and customer service representatives.

18% of CX leaders say their contact centers will stay in a WFH environment even after social distancing mandate is lifted. 18% of CX leaders say their contact centers will stay in a WFH environment even after social distancing mandate is lifted.

25% of CEOs believe their businesses are a disaster recovery plan.

Companies Struggling with Volume Spikes and Customer Service Fail

37% of CX leaders reported a workforce of 75% or more were moved to WFH.

60% of CX leaders reported increased demand for better at-home support solutions.

32% of CX leaders said that their customer service was more efficient while in WFH.

14% plan to have a permanent hybrid split between WFH and Work From Office.

24% of CX businesses leaders say their contact centers hold essential status.

24% had implemented WFH prior to the pandemic and don't require changes.

Invest in Technology for Better Performance, Efficiency

19% of CX leaders said that their contact centers will stay in a WFH environment even after social distancing mandate is lifted. 19% of CX leaders said that their customer service was more efficient while in WFH.

29% of CX leaders believe that their businesses are a disaster recovery plan.

26% of CEOs believe their businesses are a disaster recovery plan.

10% plan to switch and/or implement redundancy.

17% plan to add or invest in new technologies to maintain service levels.

10% plan to switch and/or implement redundancy.

17% plan to add or invest in new technologies to maintain service levels.

0% plan to invest in technologies for better at-home support solutions.

0% plan to invest in technologies for better at-home support solutions.

Putting in place technologies for at-home support solutions is more important now than ever.

60% of CX leaders reported increased demand for better at-home support solutions.

74% of CX Leaders reporting increased support call volumes during the pandemic.

16% Report increased INCREASE IN CALL VOLUMES

Higher Call Abandon Rates
Lower First Call Resolution
Lower CSAT Ratings
Higher Call Abandonment Rates
Longer Call Wait Time
Longer Call Time
Higher Call Abandonment Rates
Lower First Call Resolution
Longer Call Wait Time
Longer Call Time

14% of CX leaders said that their customer service was more efficient while in WFH.

37% of CX leaders reported a workforce of 75% or more were moved to WFH.

37% of CX leaders reported a workforce of 75% or more were moved to WFH.

58% of CX leaders said they were forced to take on new technology to support customer demand.

52% plan to invest in technologies for better at-home support solutions.

45% plan to invest in technologies for better at-home support solutions.

30% plan to invest in technologies for better at-home support solutions.

24% of CEOs believe their businesses are a disaster recovery plan.

25% of CEOs believe their businesses are a disaster recovery plan.

20% plan to invest in technologies for better at-home support solutions.

18% of CX leaders expect a return to business as usual by the end of 2020.

14% plan to have a permanent hybrid split between WFH and Work From Office.

18% will extend WFH model indefinitely, even after social distancing mandate is lifted.

12% of CX leaders believe that their businesses are disaster recovery plans.

10% plan to switch and/or implement redundancy.

9% plan to invest in technology for Better Performance, Efficiency

41% of CX leaders plan to revisit and improve their business continuity plans before year end.

45% plan to invest in technologies for better at-home support solutions.

41% of CX leaders plan to revisit and improve their business continuity plans before year end.

30% plan to invest in technologies for better at-home support solutions.

20% plan to invest in technologies for better at-home support solutions.

18% of CX leaders expect a return to business as usual by the end of 2020.

14% plan to have a permanent hybrid split between WFH and Work From Office.

18% will extend WFH model indefinitely, even after social distancing mandate is lifted.

12% of CX leaders believe that their businesses are disaster recovery plans.

10% plan to switch and/or implement redundancy.

9% plan to invest in technology for Better Performance, Efficiency

41% of CX leaders plan to revisit and improve their business continuity plans before year end.

45% plan to invest in technologies for better at-home support solutions.

41% of CX leaders plan to revisit and improve their business continuity plans before year end.

30% plan to invest in technologies for better at-home support solutions.

20% plan to invest in technologies for better at-home support solutions.

18% of CX leaders expect a return to business as usual by the end of 2020.