

IARE Regional Meeting  
Meeting Minutes

*Thursday March 22, 2007*

*Present:* Leigha Bergstrand (Enterprise), Dan Peskorse (Enterprise), Kristi Spisak (Enterprise), Rhonda Murphy (Drury), Denise Nixon (Site1), Karen Eiden (Omni), Jody Kistaitis (West), Jennifer Morrison (Carlson), Ashley Cornell (Carlson), Jason Pitre (Aspect Software), Andrew Bettis (Texas Digital), Mary Galles (Omni), Angie Tyner (Omni), Jon Hendrickson (Omni), Phil Weideman (IEX Nice), Shirley Abbott (Omni), Vicky Willis-Koziol (Omni), Rick Will (Omni), Craig Cook (Omni), Stacy Knight (Omni), Cheryl Huntley (Omni), Dawn Childers (Omni)

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**I. Welcome Introductions – Dawn Childers, Vicky Willis-Koziol  
International Association of Reservation Executives  
Anti-Trust Guidelines & Policy – Rick Will**

**II. Discussion – Managing and Benefits of At Home Agents**

Benefits

- Morale – Sups and Employees
- Cost justification – out of office employees (huge savings)
- Retention
- Cover off hours
- Offer shorter shifts in peak times
- Find and retain specialized workforce
- Environmental impact - car, travel, etc.

Guidelines set –

- Management needs to be specific
- Not required to come in for new items
- Flexible – on showing up to work x# days they could come in
- Primary caregiver must be 12 or older – elderly caregiver
- Moving – only allow 1 move otherwise associate is responsible to pay charges to reinstall
- Business line only – no cell phone service, no long distance, call waiting, voicemail (e-mail communication only).
- Agent selection -
  - Self motivated
  - Little or no supervision
  - Responsible
  - Task/time oriented
  - High productivity
- Location-
  - Quiet room
  - Work area appropriate
  - Desk / chair
  - Carpet
  - Paper shredder
  - Fire extinguisher
  - Home owners insurance
  - Safety walk through (checklist)

Environment –

- Safe
- Free of hazards
- Clean
- Quiet

Technology –

- Dedicated computer
- Dedicated phone line
- Computer
- Phone
- All necessary programs / tools
- IT approve equipment to promote buy-in

Ergonomics –

- Set up position for ergonomics

Training and coaching

- Troubleshooting – document basic troubleshooting
- E-learning / webinars
- Application training – new programs, etc.
- Knowledge training – new promotions, etc.
- 6 months in center
  - If qualify attend 3 week training course
  - 3 days specific to remote training
  - DSL coming in room that use to train
  - In quiet room by themselves for 1 week
  - Set up training room as would be at home environment
- Intranet site to house office training and information
- Send monitoring and calls to desktop
- Coach over the phone – home visits –
- Contact procedures – (phone to call) when systems are down
- Right now – software to assist self management (SIMON)

Engagement –

- 1 day per month get together for 4 hour meeting to go over updates, new promotions, hotel visits, etc
- Recognition program – don't forget to recognize above and beyond (add a category for at home agents)
- Weekly conference call with at home agents
- Participate on committees

Security –

- Paper shredder
- How to protect information
- Computer equipment
- Lock drawers with work papers
- Keeping confidential information safe
- HIPPA compliance workspace
- Lock down printing functions
- VPN?
- Remotely run spyware or other security software

Pilot group –

- set criteria to qualify
- Must adhere to same performance expectations

IT -

Outages

- assign separate IT group for remote issues
- Workforce should plan for outages
- Process if extended outage

Time limit – come into office how long do they get paid  
Stats - How do you let them know # calls in queue, # calls, AHT?  
State / Federal Laws – how do they affect at home agents?  
OSHA laws - what needs to be followed

### **III. Roundtable**

#### Monitoring & Training

##### Pros

More time with employees

##### Cons

Supervisor is out of the loop  
Agents

- 3-5 calls per month
- Q.A. comes at the end
- Coach
- Sups decide when they monitor/calibration
- Achievement auditor (Todd). Stats & incentive

##### “Fatal Errors”

- 1 chance to fail call
- Cost justification on employee errors.
- Shows how these impact the corp.

#### Staffing & Productivity

- At home has achieved higher level of productivity
- Set goals for breaks of schedules
- Progressive discipline
- No on calls