Tips for Going Green: Make Telecommuting a Reality for Your Business

Today’s focus on environmentally-friendly practices, coupled with the recent surge in gasoline prices has caused corporate America to start seriously considering the idea of telecommuting. Implementing this policy allows you to save money on office expenses while contributing to the greater welfare of the environment by reducing harmful emissions. Not to mention how happy it will make your employees. They’ll enjoy greater flexibility and quality of life, while at the same time cutting back on costly commuting expenses. As the world’s leading eco-friendly electronics manufacturer, Samsung offers these tips for “greening” your business.

Out of sight, but not out of mind
Just because an employee isn’t in your office, doesn’t mean you have to manage them blindly. The practicality of the OfficeServ 7000 Series feature set lets you maintain control and workflow consistency. So besides the qualitative benefits of telecommuting, you’ll realize the quantitative benefits by seeing increased productivity and results.

Did you know?
Managing telecommuters can seem overwhelming, but selecting the right position and the right person to work remotely doesn’t have to be based purely on faith. OfficeServ’s built-in features and functionalities let managers comfortably and effectively monitor their remote staff because remaining in contact with these employees is as simple as pressing a button.

At-a-glance monitoring of remote workers
By assigning Busy Station Indications (DSS/BLF keys) to the manager’s keyset or add-on module, you’ll be able to see when the remote station is idle, busy or in do-not-disturb mode. For even further insight into how each remote worker is handling his or her call volume, an additional feature called Investigate lets you view the caller ID for a call in progress.

Staying connected cost effectively
Employing remote workers won’t cause your telephone bills to increase. All calls originating from the remote station route through the OfficeServ system, and calls to and from other office extensions remain “internal” calls. Long-distance calls are cost effectively routed through Least Cost Routing, resulting in a seamless process without the need for accounting time and effort spent reimbursing employees for making long-distance calls from home.

Easily evaluate the productivity of remote workers
Using simple daily or on-demand traffic reports, managers can gauge the performance of remote office workers. If the telecommuter was once office-bound, traffic reports can compare remote calling patterns to past reports to help assess productivity. Managers can also evaluate speed of answer, average call length, and in-bound and out-bound call shifts.

Utilize work-at-home agents to staff ACD or UCD groups
Businesses can benefit from the increased functionality and greater efficiency that comes from seamlessly integrating remote workers in the OfficeServ platform. ACD and UCD groups can be comprised of part-time staff and work-at-home agents. The comprehensive information and statistics provided through OfficeServ reports allow managers to quickly gauge group effectiveness.
Grow and expand by employing remote IP connectivity

Because deploying remote IP connected workers lessens the demand on costly and critical office space, it enables small to mid-sized businesses to achieve exceptional growth. Telecommuting also contributes to employee retention, since it alleviates the high cost of fuel and the rigors imposed by commuting to the office.

Telecommuting is good for the environment, your business, and your employees. For more information about utilizing an OfficeServ platform to maximize remote IP connectivity, contact your Samsung dealer today.