CONTACT CENTER DESIGN IDEAS

A picture is worth 1,000 words. Interior Concepts specializes in call center furniture, so our design experts work with call centers every day designing productive and functional spaces. If you are designing or refurnishing a site, please find design ideas below and a note about why you might choose one design over another.

This sampling of ideas was created by reviewing installations throughout the country. We hope that these ideas will help you to create a functional and productive space that will attract and retain employees while helping to make the center more efficient overall.

Agent Station Layouts
The majority of the agent station designs we produce are for a row configuration in varying workstation widths and worksurface shapes. Rows of workstations are both space and cost efficient, and allow supervisors to easily see and access individual agents.

*Takeaway: workstations configured in rows are space efficient and allow supervisor oversight.*

Collaborative Workspaces
State-of-the-art centers are incorporating collaborative areas into their floorplans where people can interact, work, or relax. These spaces include lounge areas, cafés, and spaces for accessing the internet and charging electronics.

*Takeaway: incorporate informal places for people to meet, relax, work, or charge electronics.*
Training Room Options

Design the perfect training environment by looking at how you need the space to function. For a traditional training room, workstations are still popular, while tables work the best for multi-purpose spaces. Clusters or pods are a third option that might work depending on the training curriculum.

*Takeaway: know how you will need your training room to function when selecting furnishings.*

Supervisor & Team-Leader Designs

The supervisor and team leader design should be based on the needs and functions of the supervisor. Some centers might need the supervisor to be easily accessible and have a clear line of sight, while other supervisors will value a larger work area.

*Takeaway: design team-leader stations based on function. Involve them in the design process when possible.*
Conference Rooms

Generally, there are three types of conference room furnishings — wood veneer, laminate, and multi-use tables that can be grouped together. Depending on the need, such as flexibility or an executive look, one selection might work better over the other. We often furnish several different conference rooms in the same center based on needs.

Takeaway: determine need for flexibility and budget when planning the conference room.

Ergonomic Accessories

Ergonomics is always a concern in the contact center environment because employees spend so much time at their workstation. If you can invest in a few ergonomic accessories, we recommend an adjustable keyboard and monitor arm that allows employees to individually adjust their workstation for the best ergonomic fit.

Takeaway: the investment in ergonomics is an investment in employees.

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