EIGHT TRENDS FOR CONTACT CENTERS IN 2013

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Working with an informative and knowledgeable company that knows the industry is important. Interior Concepts has over 20 years of experience in furniture design for the contact center industry. We will make your vision a reality by creating a design that maximizes the potential of your space and minimizes added cost. Interior Concepts stays ahead of the curve by offering customizable spaces, flexibility to make changes where it counts, and providing quick responses. We work with individuals in the contact center industry on a daily basis. These close interactions allow us to keep up to speed regarding changing market conditions and trends.

In this article, you will find eight trends to keep in mind when building or redesigning your space. Our goal is to provide helpful information that allows you to be more productive, retain employees, and create a more efficient use of space.

Collaborative Spaces & Internet Kiosks:

Collaborative spaces like lounge areas and Internet kiosks are quickly becoming the norm in work environments because they give contact center employees a space to unwind and relax. The idea behind this movement is to have a space where coworkers can share ideas and discuss projects quickly and efficiently. Lounge areas are being added as a way for employees to have an area to break away from their work environment to focus and clear their minds. Internet kiosks give employees designated space to browse the Internet or check email. Having spaces for employees to meet, converse, and unwind can improve productivity when they head back to their work areas.

Incorporate the Benefits of Natural Lighting:

Natural light plays a major role in work environments. Not only will natural light reduce overall power consumption, which decreases the environmental footprint, but more importantly, it will increase productivity. Natural light has shown to increase productivity from 5% to 15% in studies about natural light and productivity.

Match Colors to Company Culture:

Colors can play a role in increasing productivity in a workspace. Choosing warm colors or cool colors can achieve different outcomes in terms of productivity. Warm colors include red, orange, and yellow, which convey energy and cheerfulness. Cool colors include blue, purple, and green, which soothe, create a calm quiet mood, and encourage concentration. Think about the atmosphere you are trying to create and choose colors to help foster an environment that stimulates productive results.

Workstation Efficiency:

In contact centers, station size is a major factor when using space efficiently and creating a productive work environment. Agent stations that are 42" wide have become one of the most popular standards. This allows enough space for technology and creates the enough privacy for an individual to work effectively. Panel height is another important consideration. Generally, 42" – 55" high panels are the most popular. A panel height of 42" will allow an agent's face to be visible to supervisors, and a panel height of 46" typically covers an agent's mouth, but not their eyes.

Raised Supervisor = Increased Visibility:

The most common design for supervisors' workstations is a standing height workstation at the end of a pod of agents. This design gives the best line of sight; this can increase productivity and communication. Supervisor stations are also cost-effective and functional due to their placement in the work area.

Multi-Purpose Training Rooms:

Training rooms are multi-purpose spaces used for initial agent training, meeting spaces, and temporary overflow work environments. Tables can have a variety of uses ranging from writing surfaces to fully powered workstations. Depending on your needs and demands, tables offer a flexible alternative to traditional fixed stations and help create a multi-purpose space.

Interactive Space Planning & Design:

Advancements in technology have changed the way you can design your floorplan. When considering expansions or new builds, work with companies that allow customized, flexible, and interactive design layouts. Utilizing this type of technology will not only make the process faster, it will also allow you to see multiple layout options in a short amount of time. This technology allows you to control the layout process and build a space that meets your needs today as well as in the future.

Consider Building Acoustics to Increase Productivity:

Acoustics are an essential consideration when working to provide a comfortable setting conducive for optimal work performance. A survey of 400 business managers and the University of Maryland identify noise control as the greatest opportunity for productivity improvements, with an estimated average increase of 26 percent. When thinking about acoustics, the main elements to consider are the floor, ceiling, and headsets. The furniture can complemet the building acoustics and is only a small part of the overall acoustical value of a space.

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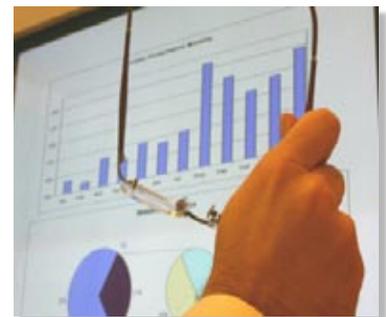
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By working together, we ensure you receive the furniture that works best for your contact center environment. Scan the QR code to learn more or visit www.interiorconcepts.com/learnmore.

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