TRENDS IN CONTACT CENTER FLOORPLANS

Interior Concepts specializes in call center furniture, so our design experts work with call centers every day designing productive and functional spaces. Given our daily interactions with our customers, we are in a unique position to quickly identify industry trends based on customer requests.

Below you will find a sampling of industry trends to keep in mind when redesigning a current space or designing a new facility. This sampling of ideas was created by reviewing recent installations throughout the country. We hope these ideas help you to design a functional and productive center that will attract and retain employees while helping to make the center more efficient overall.

**U-Shaped Workstation Layouts:**
For the past year interest has increased in horseshoe or u-shaped workstation layouts. This layout allows supervisors to easily see all of their agents and respond quickly when they need assistance.

TAKEAWAY - Consider u-shaped workstation layouts for both an updated look and ease of supervisor access to agents.

**Designing for Data Security:**
The need to protect data is an increasing concern. Designing lockable storage areas for CPU’s in the workstation adds another deterrent to prevent data coping with flash drives or other devices. One way to do this is to store the CPU’s in the wire management system. This provides easy access for IT while providing secure storage and another level of security for data sensitive environments.

TAKEAWAY - When CPU’s are used, design secure storage areas into the workstation for an added level of security.

**Collaborative Workspaces:**
Collaboration is a buzzword of late, but it’s one that is truly changing the way that workspaces are designed and used. Frequently lounge areas, in addition to break rooms, are now incorporated into floorplans.

TAKEAWAY - Incorporate comfortable, informal places where people can meet to exchange ideas, check cell phones, or work on a computer.
Raised Height Supervisors:
The most common design for supervisors is a standing height straight workstation at the end of a run of agent stations. This smaller station design costs less than a large workstation and gives the supervisor a better line of sight to see each of the agents, which can increase productivity and thus profitability.
TAKEAWAY - A standing height supervisor workstation is both functional and cost effective.

Flexible Training Rooms:
Now more than ever, training rooms are multi-purpose spaces that are used for more than just initial agent training. Powered tables provide a flexible solution that accommodates the necessary hardware used for training while creating a flexible space.
TAKEAWAY - Utilize powered tables for a flexible and multi-purpose training space.

Popular Panel Heights:
Generally 42”-55” high panels are the most popular. A panel height of 42” will typically keep the agent’s face visible to the supervisors. A panel height of 46” typically covers agent’s mouths, but not eyes, so this is the best height to see and still have a little acoustical value.
TAKEAWAY - Consider panel height during station design to accommodate the center’s culture.

Adjusted Worksurface Depths:
With the trend of smaller footprints for workstations, slight design changes have been made to give agents their own defined space. For example, a 27-30” deep worksurface is used now in place of a 24” deep worksurface. A concave work top is also popular because it draws agents into the workstation so that they can get the benefits of having their own defined space from the extending side panels.
TAKEAWAY - Design tweaks allow for reduced station footprints while still giving agents a defined space.

Attention to Ergonomics
Ergonomics is consistently an issue in floorplan design. Since paperless work environments are becoming the norm, many contact centers are eliminating storage at each workstation and are instead investing in ergonomic keyboards. This allows centers to keep the cost of each workstation generally the same while providing an ergonomic solution.
TAKEAWAY - The investment in ergonomics is an investment in employees. Workstation costs can often be kept the same by eliminating unnecessary items in the station design.
Mesh back chairs:
As opposed to task chairs with solid backs, chairs with a mesh back can provide added comfort due to increased air flow that allows heat to dissipate. Mesh also has the ability to conform well to each individual’s specific body shape and size.
TAKEAWAY - Mesh back chairs can provide increased comfort due to breathability and air flow.

Natural design elements:
A visually appealing trend that can help to update the look of the entire center is to incorporate decorative acrylic panels that contain natural elements such as grass, leaves or bamboo. The decorative acrylic adds extra design flair to high traffic walkways, reception, or administrative areas.
TAKEAWAY - Incorporate natural elements into the design to create a more visually appealing space.

To see even more design ideas, watch 3D Virtual Tour videos at www.interiorconcepts.com/video-library.