Colleague engagement in the post-pandemic age:

Using technology to help you adapt to remote and hybrid working [Checklist]

To help you identify the communication channels that could benefit your company, we have put together this checklist of 10 popular features found in Zendesk and other service software. We recommend using this as a digital reference or circulating it to your management team to make notes about how each one could improve internal communications in your workplace.

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Business to employee (B2E) communication is a big thing for Zendesk and Appamondo, and it is probably a big thing for you as well. Throughout the course of the pandemic and even more so recently, we've been asked how a company can help its employees transition to remote work. Ensuring your staff members can effectively work together whilst in different locations is key to your company running as smoothly, if not better, than it did pre-pandemic. From facilities management and IT departments to HR and finances and payroll, there are remote communication tools that can be used to streamline the process.

To help you identify the communication channels that could benefit your company, we have put together this checklist of 10 popular features found in Zendesk and other service software. We recommend using this as a digital reference or circulating it to your management team to make notes about how each one could improve internal communications in your workplace.

1. Messaging & Chatbots

E.g. Create gates pushing people to specific articles that answer common questions directly in chat – saving queries from being escalated to an actual person unless it's necessary.

2. Knowledge Base

E.g. Pre-populate the Zendesk Guide with information to serve as an online employee database.

3. Views

E.g. Sort open requests by building (London, New York, Paris office, etc.) and set specific people to be able to answer them.

4. Organisations and Groups

E.g. Keep communication where it should be by allocating teams by department (finance team, HR team, purchasing, etc.).

5. Ticket Fields

E.g. Create specific fields for various remote working requests (buying home office equipment, accessing data, creating expenses, etc.).

6. Business Rules

E.g. Segment workflows into their own independent areas to route inquiries to the individuals best suited to answer them.

7. Widgets

E.g. Create a widget linking directly to a colleague help centre for easy access.

8. App Integrations

E.g. Slack integration for accepting tickets from specific channels, keeping everything neat, tidy, and in its place.

9. Macros

E.g. Embed macros in tickets to standardise responses to specific employee questions.

10. Support Addresses

E.g. Allocate support addresses to relevant teams/individuals based on department and/or location.

To find out more about how Appamondo can help your company transition to a hybrid or remote working model, get in touch today.

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