# **Customer Care Work From Home (WFH) Client Benefits Communication**

The overall benefit of the Customer Care Work From Home (WFH)  improves employee engagement and morale, which in turn would:

* Reduce Attrition and Increase Tenure
  + Colleagues with longer tenure have a tendency to provide better service to members, have a better understanding of the members’ needs, and resolve member concerns on the first call.
* Expands and Enriches Candidate Pool
* Reduces Absenteeism
  + Lower absenteeism rates allow us to provide more consistent service levels, and reduced Average Speed of Answer (ASA)
* Increased Productivity
  + Improve and maintain service levels.
* Improved Staffing
  + Provides better staffing options during peak volume and coverage during weather events (ice and snow)
* Less Distractions and improves focus
* Reduction of employee relations issues
* Environmentally friendly in reducing traffic and depletion of natural resources

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