Quick-Start Guide to Building Resiliency with Customers

From protecting frontline workers to establishing distributed sales teams, organizations face unprecedented changes. Customers and employees need consistent, empathetic, and impactful experiences more than ever. Organizations need to learn fast and evolve with agility, delivering meaningful engagement across existing and new channels and touchpoints. The [Quick-Start Guide to Building Resiliency with Customers](https://clouddamcdnprodep.azureedge.net/gdc/gdcE0Oqf2/original) explains key workforce transformation scenarios to help respond to rapid change—and even crises—just as fast, using data to drive confident decisions. For each scenario, there will be a short list of questions to understand your current situation, activities to plan for what’s next, and resources to get started.

* Establish your distributed and remote service team.
* Optimize your resource scheduling.

Create a remote sales organization.