

# 7 Tips to Solving Your Monday Problem



## Hire an Overflow Contact Center

When there's no other way to defer high call volume, there's always an overflow contact center or BPO you can pay to handle the excess. This is an expensive option and can bring up issues with service quality and CSAT, however, they can be a lifesaver for smaller call centers who are caught off-guard by unexpectedly high call volume.



## Hire Extra Agents

This is the most costly and inefficient way to manage call spikes but it does produce definite results. The best way to do this without overstaffing is to offer shorter shifts of 3 to 4 hours so that you can adjust staff levels as volume demands. This works particularly well for remote teams.



## Optimize Your Self-Service Channels

There are several self-service articles on your website that aren't helping people. And that's causing unnecessary customer support calls. Use your data and customer feedback to find them and fix them as soon as possible. Typically don't charge for professional services.



## Open Your Call Center Over the Weekend

Most Monday call spikes occur because your call center closes for the two days people are going out and spending money. If your customers are using your product over the weekend, you need to be offering them service at those same times as well.



## Offer Voice Call-Backs

It's also possible to defer customers who have already called into your contact center with Voice Call-Backs, sometimes called virtual queuing. This is particularly useful when hold times rapidly and unexpectedly surge. It's possible to even offer a call-back on a different date or time with advanced call-back software.



## Add a Visual IVR to Your Website

Visual IVR is an incredibly powerful way to manage inbound customer calls. Sometimes called a click-to-call widget or call-back widget, these help you manage resource load by improving call routing and gathering data pre-call, naturally reducing AHT.



## Defer Calls with Conversation Scheduling

[Conversation Scheduling](#) is the most powerful way to manage call surges. They work by deferring customer calls to a quieter time, usually through Voice Call-Backs or Visual IVR. By allowing customers to schedule a call-back on Monday afternoons, you prevent them from flooding call queues on Monday morning when it's busiest. Even better if you can schedule them for Tuesday or Wednesday.

