

# HURRICANE RECOVERY CHECKLIST: A STEP-BY-STEP GUIDE FOR CONTACT CENTERS

Creating a workable hurricane recovery plan is essential for any business with a contact center in a storm zone. This brief checklist is a great place to start.

## ESTABLISH A TEAM LEAD



Your first step is to identify a leader or administrator within your team who can take charge to focus on hurricane recovery, and who's given enough time and latitude to do so. This shouldn't be an afterthought, or an extra duty, for someone who's already got a full plate.

## TRAIN YOUR STAFF FOR HURRICANE SCENARIOS



After your team lead is identified, that individual should make immediate efforts to train the rest of the contact center staff in how to communicate with customers during times of crisis, as well as how to handle certain disaster-related incidents, such as intrusions and medical emergencies.

## SAFEGUARD YOUR FACILITIES



If necessary, enlist a specialist to assess things. It's crucial to identify areas of your physical operations that may be particularly susceptible to hurricane damage—think water entry, smoke detection and fire suppression. The location housing your data centers should be free of windows.

## BUILD SMART (OR RETROFIT)



If you're in the market for building a new contact center—and if it must be in a hurricane zone—then make sure it's built with recovery in mind. There should be adequate ventilation and cooling systems.

## PREPARE FOR OUTAGES



In the event of a hurricane as huge and as destructive as Irma, outages will just be inevitable, they'll likely be prolonged. You can help avoid this scenario by employing multiple data and power providers, installing uninterrupted power supplies and setting up generator access.

## SET UP CALL-FORWARDING AND REROUTING



Again, if your contact center could be incapacitated, it's essential to make sure your communications channels forward or r-route calls to another location. Set up automated outbound calls, if necessary.

## PREPARE AN ALTERNATE LOCATION



If possible, identify and secure a second (or even a third) location where staff can be relocated—complete with servers and phone lines that can be easily patched into your primary network. Make sure you have a back-up staff that can take over and run the facility if your primary location goes down or is evacuated.

## GET IT IN WRITING—AND TEST, TEST, TEST!



With your team lead in charge, create a written hurricane recovery plan that includes all these points. Then, make certain the plan is stored in a remote, redundant data center. And don't forget to run your plan by compliance experts.

## CONSIDER THIRD-PARTY ASSISTANCE



If the prospect of putting all these hurricane recovery factors into place seems overwhelming—or if it's simply outside the scope of your business—then it may be time to call in professionals. At Working Solutions, we provide full-service, turnkey services designed to ensure continuous contact center operations during hurricane season, and all year 'round.

TAKE THE FIRST STEP NOW