



## コアコンタクトセンター

在宅スタッフ専用ヘルプデスク

**遠隔SVの役割**

- ・業務上の相談、指導
- ・メンタルケア、サポート

This section describes the role of a Core Contact Center, which serves as a dedicated helpdesk for home staff. It features an illustration of a staff member at a desk. The text highlights the role of remote supervisors (遠隔SV), which includes providing business consultation and guidance, as well as mental care and support.

## 在宅スタッフへのサポート

A large blue arrow points from the 'Core Contact Center' section towards the 'Home Staff (CAVA)' section, indicating the flow of support and assistance provided to the home-based staff.

## 在宅スタッフ + 拠点型センターのハイブリッドで運営