



## 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 the Core Contact Center, which serves as a dedicated help desk for home staff. It features an illustration of a staff member at a desk and lists the roles of remote supervisors (遠隔SV): providing business consultation and guidance, and offering 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 from the core center 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