



Today, Call Centers struggle with...

- Attrition in customer service reps
- Finding the right talent
- Training
- Retention
- Technology - remote workers
- Managing a remote workforce

## How Manpower Can Help – Our Dedication to the Industry



Servicing inbound and outbound call centers since 1980s



Contact center practice was developed in mid-1990s



Providing staff at all levels, from client service representatives to directors and level-one agents



Staffing Industry Analysts – Largest Contact Center staffing provider since 2010



Employing 50,000+ contact center staff worldwide and servicing 3,000+ contact center clients

### Our Menu of Services

#### Job Profile & Talent Mapping

- Profile Creation and Calibration
- Talent Localization and Mapping
- Teachable Fit Framework Creation

#### Talent Resourcing/Recruiting Activities

- Assessment/Screening/Interviewing/Profile Match
- Candidate Ranking and Selection
- Talent Delivery and Process Management
- Supply/Demand Assessment and Planning

#### Candidate Qualification

- Background Check/Education Verification
- Employment Verification/Drug Screen

#### Candidate Offer Management

- Verbal/Written Offers
- Employment Eligibility

#### Human Resource Administration

- Employer of Record & Payrolling
- Onboarding Process/Orientation
- Dedicated Site Management
- Payroll/Benefits/Timekeeping

#### Talent Development and Retention

- Recognition and Rewards
- Performance Pay Administration
- Skills Training/Talent Development
- Retention Program Creation/Tracking

#### Learning and Readiness

- Cultural, Process, and Policy Training
- Product, Service, and System Training
- Pre-Production Learning Environment
- Workforce Readiness and Process Management
- Training Effectiveness Analysis

#### Workforce Optimization and Consulting

- Benchmarking Study
- Schedule Management/Real-time Schedule Coordination
- Quality Monitoring and Coaching
- Internal and External Feedback Management
- Operations Management/Supervision
- Workforce Capacity Planning
- Compliance to Process and Policy Management
- Optimization Service Level Commitments

#### Contact Center Processes and Technologies

- Equipment for Agents
- Asset Management
- Virtual Desktop Management
- eLearning System/Collaboration Tool
- Dashboard & Reporting Creation
- WFM/Scheduling System
- Agent Lifecycle Management Platform

### Our Solutions

#### Contact Center Solutions

- Virtual Agent Setup, Implementation, and Management
- Onsite Managed Contact Center – Overall site management of Contact Center staff to improve quality of hire, time-to-fill, retention, and performance monitoring and coaching
- Offshore Contact Center Resources – Leverage Manpower's offshore sites, resources, and management to provide a flexible solution
- Upskilling & Development – Develop custom training curriculum for CSRs/Inside Sales Reps and administer the trainings and manage completion
- Training & Certification – Leverage Manpower Acceleration Programs through the University of Phoenix to certify individuals as CSRs or CSR Leads
- Candidate Benchmarking – Leverage Contact Center assessment tools to create a benchmark to ensure agents are hired with the right hard skills
- Workforce Optimization – Leverage Manpower's Total Cost of Workforce tool to analyze the cost of recruitment, vacancy (loss of production), and turnover to optimize your Contact Center

#### Retail & Sales Staff Hiring

- Screening/Interview/Profile Match
- Sales Assessment Administration & Benchmarking
- Direct Hire Recruitment
- Payrolling Services

Let's get to work. Get the talent you need. To learn more and contact us, visit [ManpowerGroupUSA.com/Manpower](http://ManpowerGroupUSA.com/Manpower)