

Match

Maximize



# Match. Maximize.

As a world leader in contact center workforce practices, we know that it's vital to match individuals with the right skills, aptitude and attitude for peak performance. That's why we partner with you to learn about your company, your culture, the characteristics of your best agents and your unique business needs. We use this discovery to target our search for talent, plus match our contact center solutions and best practices to your business requirements to promote superior and sustainable customer experiences. But we go even further than talent identification by also measuring performance levels and introducing technology to manage service quality and cost control – maximizing the value we bring to your organization.

From a proven process for obtaining right-fit talent, to expertise in workforce optimization, management and solutions, we look holistically at ways we can improve your call center operation. You'll see the differences in elevated customer satisfaction, lower costs per call, faster issue resolution, and clarity around the call center's contribution to the business.

# 92%

of customers form their opinion about a firm based on their experience with call centers

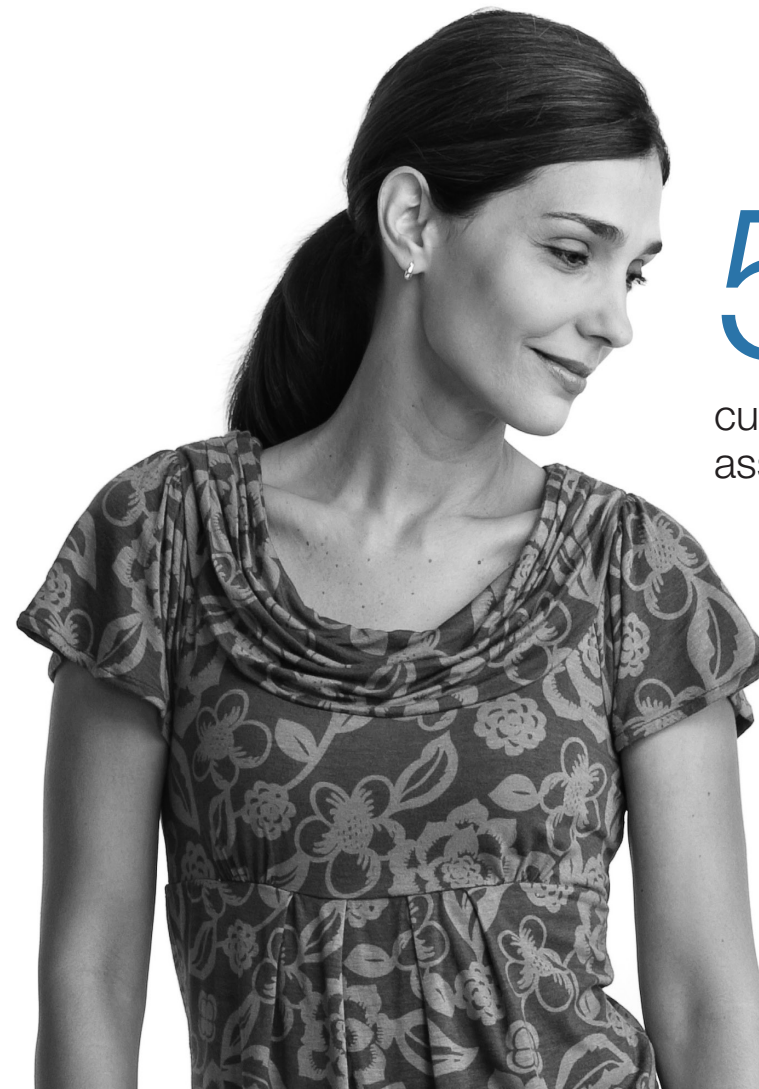
— Purdue University

## Increasing Retention Rate

**See what we've done for others. Imagine what we can do for you.**

A nationwide voluntary health organization was having difficulty with newly-hired call center staff leaving before they had logged 40 hours. Manpower implemented a results-focused plan to better predict candidate success, reinforce expectations, and increase engagement and productivity. By applying Manpower's plan, the call center was able to increase the annual retention rate of new hires from 52% to 78%, resulting in a significant decrease in recruiting and training time and dollars. In addition, having a more stable team increased engagement of the entire staff and better enabled them to advance the goals of the organization.

Solutions	Overview	Match	Measure	Maximize
Talent Resourcing	A scalable and experienced contact center recruiting and HR practice	Source and hire the best talent fit for your business and culture in the quantity needed	Track and trend to improve agent effectiveness and retention	Refine the process to continually improve
Process & Program Management	Partnership around program and performance delivery, benchmarking	Position your center for optimal performance and flexibility to meet changing demands	Evaluate cost per call against service quality	Promote best-in-class call center operations
Talent Based Outsourcing	Consulting, insourcing and productivity tools to optimize onsite or at-home workforces	Ensure your operation matches your business requirements	Track key indicators to promote the delivery of best practices	Reduce cost and improve quality by introducing new methods or technologies



# 50,000+

customer service representatives on assignment annually through Manpower

Positions placed include:

- Call Center Agent
- Collections
- Customer Service Representative
- Help Desk Representative
- Inbound Sales Representative
- Outbound Sales Representative
- Technical Support Representative

## WE ARE THE MANPOWER GROUP

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ManpowerGroup™

**ManpowerGroup™** is the world leader in innovative workforce solutions. We leverage our global reach and local expertise of tens of thousands of people across more than 80 countries, making it possible for businesses to access the talent they need when they need it.



ManpowerGroup™  
Solutions

**ManpowerGroup™ Solutions** provides clients with human resources outsourcing services primarily in the areas of large-scale recruiting and outcome-based workforce-intensive initiatives, thereby sharing in the risk and reward with our clients.



Experis™  
ManpowerGroup

**Experis™** is the global leader in professional resourcing and project-based workforce solutions. With operations in more than 50 countries, we deliver 53 million hours of professional talent specializing in IT, Finance and Engineering to accelerate clients' businesses each year.



Right  
Management®  
ManpowerGroup

**Right Management®** is the global leader in talent and career management workforce solutions. Through our innovative and proprietary process, we leverage our expertise to successfully increase productivity and optimize business performance.



Manpower®

**Manpower®** is the global leader in contingent and permanent recruitment workforce solutions. We provide the personal flexibility and agility businesses need with a continuum of staffing solutions.

Contact Manpower to learn more about what we can do for your business.

[us.manpower.com/contactcenter](http://us.manpower.com/contactcenter)