

Listen
up!SM

Contact Center Services



TAC Worldwide
Think Agile Workforce.SM

*Agility
may be
today's
most prized
business
characteristic.*

These days, business success requires unparalleled attention to detail and a corporate-wide agility to meet the challenges of rapid and controlled change. In keeping with this mandate, redefining and optimizing business operations processes have become a strategic priority. Among areas touched most by functional redefinition are contact centers. These include migration from basic call centers to full service contact centers, movement from phone-based to multiple channels, call centers becoming the primary touch point for customers, and call center integration with sales, marketing, and CRM.

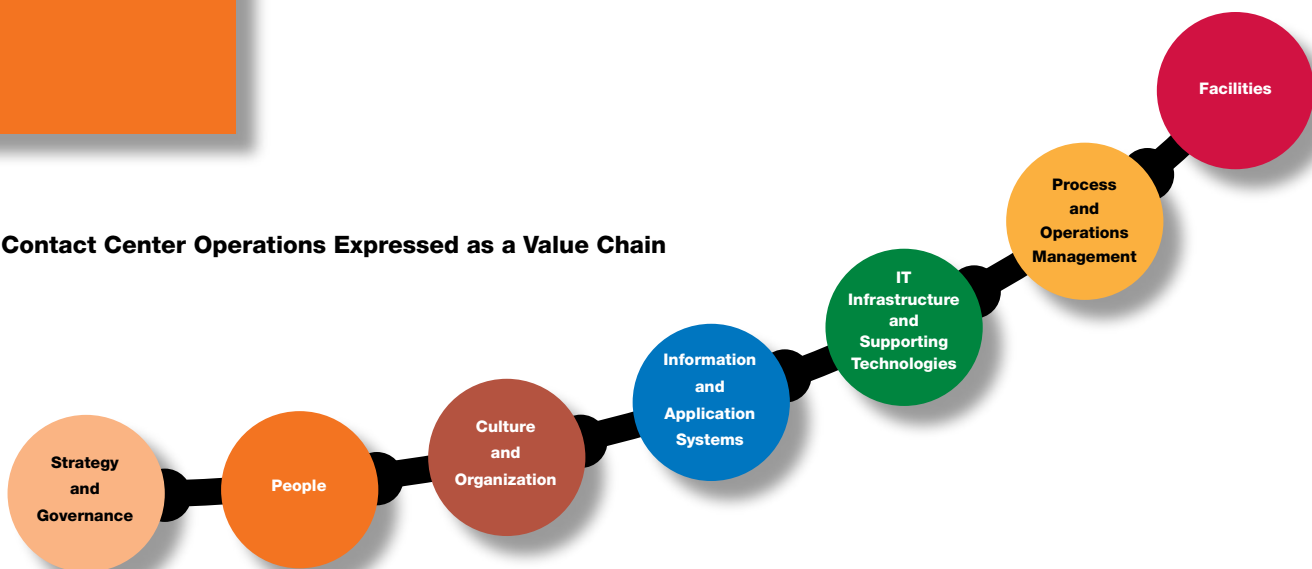
The **ListenUp!**SM Contact Center Services Group of TAC Worldwide offers a fully integrated strategic consulting services program for organizations that want to optimize call center performance for maximum efficiency. Our expert consultants have years of experience with call center assessment and analysis including operational design.

In addition, they are supported by TAC Worldwide's professional call center recruiting and staffing organization. This provides skilled CSR's and agents for any of your call center staffing needs. TAC Worldwide call center staffing services include complete candidate background checks, agent on-boarding and training, and call center staff and management services.

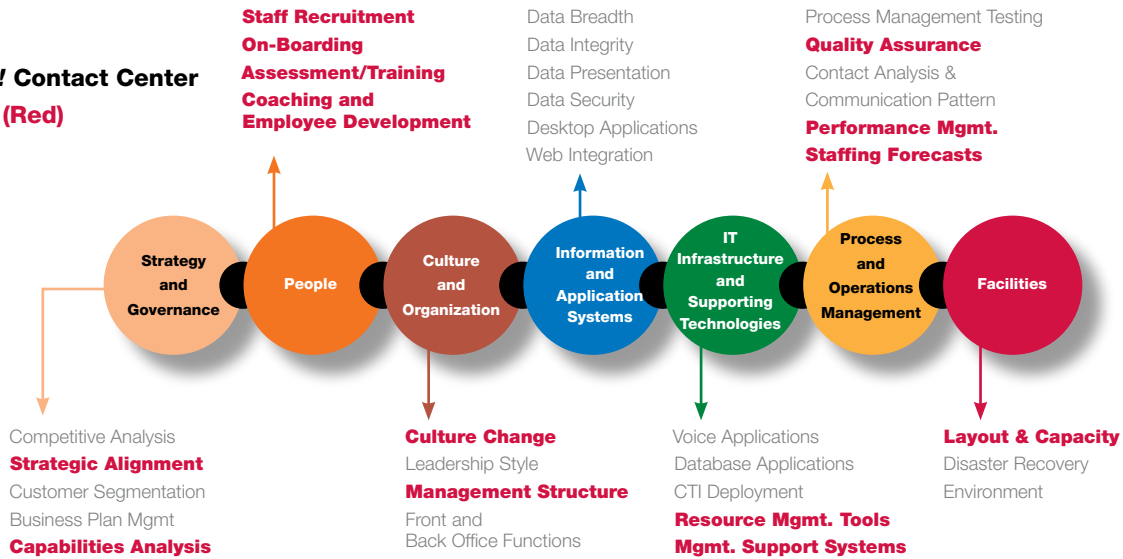
Forward-looking companies understand that significant new values can be realized from contact centers. To this end, they are introducing new value drivers, including:

- Migrating from call centers to profit centers.
- Renewing a focus on ROI and efficiency.
- Stressing the importance of competency assessment and role alignment for key roles.

Contact Center Operations Expressed as a Value Chain



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In addition, new technologies are leading to new approaches to contact center governance. Emerging technologies include: network-based routing, universal queuing, and VoIP. They are making new and more efficient working models possible from *Agile Workforce* and off-shoring/home-shoring to virtualization.

To fully benefit from call center redefinition, a targeted up-stream focus on call center optimization may be the answer, allowing you to transition from basic call center functions to full service contact center operations.

As full service contact center operations take on more primary 1st contact/front-end positions, the need to enhance and optimize the customer relationship becomes crucial. *ListenUp!* offers the full range of services within the call center value chain — including the ability to monitor, measure, and analyze engagement results.

Contact Center Issue Resolution: If your contact center or call center suffers from any of these issues, ListenUp! can help you improve:

Retention:

- Above 30% turnover is higher than normal and signals a problem.
- Early stage turnover (less than one year service) should be about 30-35%.
- Late stage turnover (over one year service) should be about 20-25%.

Training:

- Training that's longer than two weeks calls into question the effectiveness of the screening process.
- Program may need to be revisited, adjusted, and improved.

Performance:

- Poor quality of hire
- Poor screening techniques
- Management and supervision issues
- Base pay and incentives
- Overall organizational structure
- Customer satisfaction
- Poor performance management system
- Morale

Productivity:

- Wide variations in how individuals or teams perform.
- Other issues besides just call routing.
- Any trends that may concern you such as – upselling, customer retention, or rising dispute resolution incidences.

At-Home Agent Programs:

- Virtual agents: a need to employ new models such as At-Home agents to offset rising brick and mortar costs and improve agent availability and quality.

Contact center functions are being measured on entirely new metrics to align with new types of performance targets/ROI and can be staffed by brick & mortar, home based and virtual agents with varying skill sets in many different geographies. TAC Worldwide provides both sides of the new contact center equation as well as contact center staffing augmentation, optimization, and organizational design.

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About TAC Worldwide

TAC Worldwide is a leading provider of technical staffing services and customized workforce solutions. Committed to service excellence, TAC Worldwide has a trusted business partner status with clients from a wide range of industries, including many *Fortune 1000* companies. Founded in 1969 and headquartered in Dedham, Massachusetts, TAC Worldwide is a subsidiary of The Goodwill Group, Inc., Tokyo, Japan, the world's fifth largest staffing and workforce management solutions company.

For more information, please visit www.tacworldwide.com, email info@tacworldwide.com, or call 800.822.7823.