

CALL CENTER OPERATIONS FAST-FLEX AND FUNCTIONAL ASSESSMENT

1. Is your call center adequately staffed right now?	Yes <input type="checkbox"/>
	No. Short-staffed. (By how many?) <input type="checkbox"/>
2. How long does it take to hire qualified agents?	Up to a month. <input type="checkbox"/>
	At least 45 to 60 days. <input type="checkbox"/>
3. When do you start planning for seasonal ramp-ups?	4 to 6 weeks ahead. <input type="checkbox"/>
	2 to 3 months before. <input type="checkbox"/>
	4 to 6 months in advance. <input type="checkbox"/>
4. Are you able to attract seasonal talent back year after year?	No. Not many. <input type="checkbox"/>
	Yes. (What percentage?) <input type="checkbox"/>
5. How many agents are in reserve for special projects?	Less than 50. <input type="checkbox"/>
	Up to 200. More if needed. <input type="checkbox"/>
6. Do you have access to bilingual, multi-cultural agents?	No. Limited by geography. <input type="checkbox"/>
	Yes. (How many languages?) <input type="checkbox"/>
7. How quickly are agents fully immersed in your brand?	Almost immediately. <input type="checkbox"/>
	Never seem to embrace our brand. <input type="checkbox"/>
8. Can agents handle different aspects of your call center business?	No. Expecting temp help to multi-task can be difficult. <input type="checkbox"/>
	Yes. Agents are schooled in many aspects of our operations. <input type="checkbox"/>
9. How often do you lay off agents?	About twice a year. <input type="checkbox"/>
	3 to 5 times a year. <input type="checkbox"/>

10. What is your agent retention rate?

Less than 15%.

Up to 30%--sometimes higher.

11. Does attrition affect call center morale? In what ways?

No. Expect high industry turnover. Factor it into the business.

Yes. Attrition raises costs. Reduces service quality, satisfaction.

ABOUT US

Founded in 1996, Working Solutions began as an idea that sparked an entire industry—on-demand contact center outsourcing. With 20+ years of success, the company is a recognized leader in business process solutions. Fast and fluid, its U.S.-based workforce of sales, customer care and tech support agents delivers double-digit results for clients.

Working Solutions' success is validated with employee and agent comments on job worksites, such as Glassdoor, and in FlexJobs' Top 100 Companies rankings of the last four years—#13, #9, #7 and #10. Industry analysts Gartner and Ovum also have cited the company's expertise. On Glassdoor, Working Solutions earns more than four stars. Founder Kim Houlne has a CEO approval of 90+%. Eighty percent of workers recommend the company to a friend—evidence of the caring culture she created. And studies show that happy workers make for happy clients and customers.



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