

Global Conferencing Solutions Company



Manpower®

“Partnering with Manpower provides us with a deep pool of talented and motivated individuals. We’re able to deliver world class service to demanding customers across the globe. Our partnership allows us to focus on serving these customers while Manpower expertly manages the logistics of human resources.”

- Head of US Service,
a global conferencing
company

*Premier Conferencing
Solutions Company
Location: Global
Industry:
Telecommunications*

Challenge

For contact center agents at one global conferencing company, building good customer rapport is not the only critical skill required. These agents also coordinate behind-the-scenes conferencing details for shareholder meetings, product launches and CEO presentations for more than 20% of the Fortune 100. The company’s workload was variable, and at times, heavy. With three contact centers across the United States, staffing became a significant challenge.

Solution

The conferencing company gained both staffing flexibility and highly consistent service with Manpower’s multi-state staffing solution. Manpower provides a workforce of up to 100 agents for the contact centers on a temporary-to-permanent basis, which allows the client to test each agent’s performance before making a hire. Manpower’s staffing solution is driven by:

- Proprietary assessments used during recruiting that simulate work in the contact center
- An orientation that helps agents understand the client’s service culture and expectations for professionalism
- Manpower managers onsite each week at the three centers to coach agents and talk face-to-face with supervisors
- Partnership with the client’s leadership team on benchmarking, staffing quality, employee education and engagement, and core employment issues

With service consistency and metrics both high priorities for the client, Manpower also provides comprehensive tracking across all three call centers. The scorecard report details orders filled, absence and attrition rates, performance reviews, candidate pipeline metrics and staffing spend on a rolling 12-month basis.

Results

The conferencing company depends on Manpower to staff its contact centers with agents assessed as having the skills and professionalism to uphold its high standards for service. The company can match its workforce with its workload, and makes all new hires through Manpower. When the company’s contact center in Australia faced similar challenges, Manpower Australia provided the solution.

In contact centers nationwide, Manpower is placing associates with the skills and experience to deliver better call handle times and higher customer satisfaction. Moreover, Manpower’s Call Center Practice delivers comprehensive workforce and operations management services that result in measurable improvements in productivity, attrition levels, service quality and cost control.

us.manpower.com/contactcenter