



ManpowerGroup™

## Manpower's Contact Center Solutions Help Businesses Retain Agents, Improve Productivity and Enhance Customer Service

June 9, 2011

MILWAUKEE, June 9, 2011 /PRNewswire/ -- **Manpower**, the global leader in contingent and permanent recruitment workforce solutions, today unveiled an enhanced contact center solutions offering to help businesses retain agents, increase productivity and improve customer service. The expanded offering includes a new assessment process with a specially designed and Manpower exclusive tool, CC ExpertMatch™, combined with talent based outsourcing (TBO) and consulting services that provide high-impact results for small to mid-sized North American contact centers.

(Logo: <http://photos.prnewswire.com/prnh/20060221/CGTU012LOGO>)

"Today, the biggest challenges of contact center management are finding and retaining the right agents to deliver excellent customer service, coupled with cost-effective processes and technology that drive revenue," said Jorge Perez, senior vice president of Manpower for North America. "Our 30 years of experience in the contact center business tells us that clients want flexible solutions that are designed to fit their unique business models. Our contact center solutions offering does just that, it offers a one-size-fits-one approach to finding the balance between attracting the best people and having the best systems in place to succeed."

With the recognition that customer experience drives revenue, contact center managers are feeling more pressure than ever to deliver exceptional customer service and at the same time, reduce costs. It's also clear that finding talent is increasingly difficult —ManpowerGroup's recent [Talent Shortage Survey](#) revealed that 52 percent of U.S. employers said they faced challenges when filling open positions, an all-time survey high.

Manpower's contact center solutions address the obstacles to reaching those goals, such as high agent turnover rates, insufficient analytics and reporting, and lack of IT resources. The complete offering includes:

- **Talent Resourcing** - sourcing and hiring right-fit talent with a new assessment process that is specially designed and exclusive to Manpower. CC ExpertMatch™ includes simulation, problem solving, soft skills, and online communication exercises.
- **Process & Program Management** —onsite or program management that leverages a dedicated team of recruitment and HR professionals that provide agent tracking tools and reporting to effectively measure agent performance.
- **Consulting Services** — contact center subject matter experts who identify ways to reduce costs and improve quality using operational appraisals, industry benchmarking and technology applications.
- **Talent Based Outsourcing** — insourced and outsourced solutions, including distributed workforce or virtual/work-at-home models that reduce overhead, making it possible to cost-compete with offshore centers, and also allow access to an expanded domestic talent pool.

"With customized talent resourcing and consulting solutions, we help our clients realize retention and productivity improvements through proven processes and innovative tools," said Kate Donovan, managing director of [ManpowerGroup Solutions](#), which supports the contact center consulting and talent based outsourcing offerings. "Our clients then leverage those results to elevate the contact center's value within the organization. Our partnership approach ensures that our clients are well-positioned to succeed."

Manpower is a global leader in contact center solutions with more than 50,000 customer service representatives on assignment at 1,000 contact center client locations globally.

### About 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. Manpower is committed to exceeding client expectations, as evidenced by its 2010 Net Promoter Score of 50 percent, significantly above industry average. More information is available at <http://www.us.manpower.com>.

### About ManpowerGroup Solutions

ManpowerGroup Solutions provides clients with outsourcing services related to human resources functions, primarily in the areas of large-scale recruiting and workforce-intensive initiatives that are outcome-based, thereby sharing in the risk and reward with our clients. Our solutions offerings include Talent Based Outsourcing, Managed Service Programs, Borderless Talent Solutions and Recruitment Process Outsourcing, where we are one of the largest providers of permanent and contingent recruitment in the world. More information is available at <http://www.manpowerbusinesssolutions.com>.

Manpower and ManpowerGroup Solutions are part of the ManpowerGroup family of companies, which also includes Experis and Right Management. More information is available at [press.manpower.com](http://press.manpower.com).

SOURCE Manpower

News Provided by Acquire Media