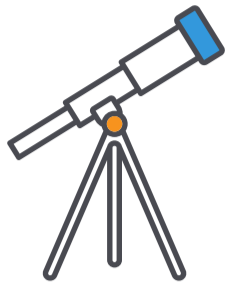


Meet your new call center talent.

The way organizations attract, hire and retain their call center talent has been the same for decades. Why?



If companies can look beyond traditional call center limitations, they have a massive opportunity to leverage higher skilled workers that deliver higher quality service.

But to attract top talent, you need to think like top talent.



75% feel more loyal to organizations that offer flexible work options³



90% plan on working remotely for the rest of their careers⁴

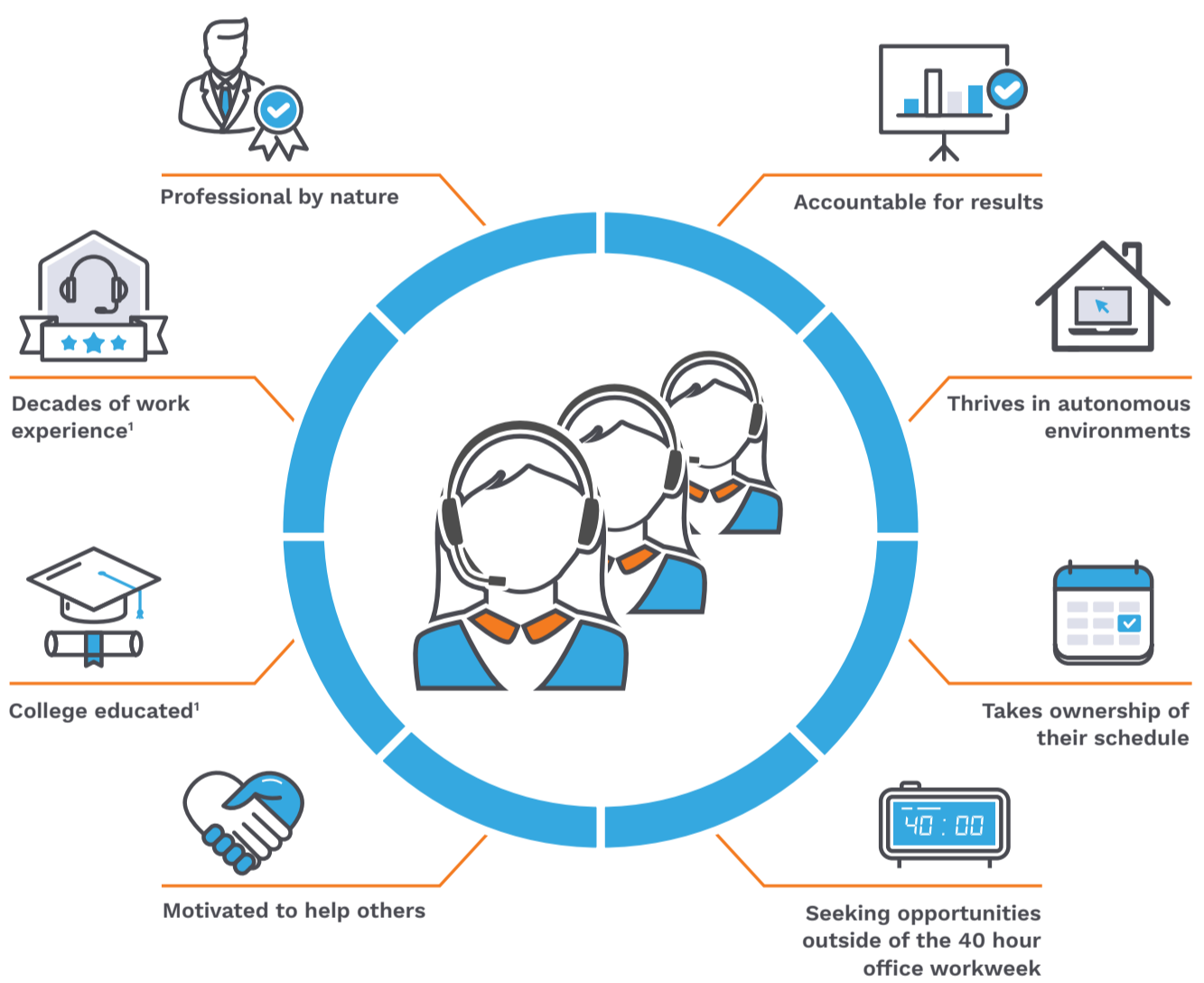


91% report getting more work done from home²



43% choose to work from home for the flexibility⁴

Understand the modern customer service workforce:



Now is the time to look past location and start sourcing based on skills.



Customers receive higher quality service from agents with more life and professional experience when organizations move from a traditional call center to a home-based customer service team.

Is your organization ready?



Download the [Remote Agent Blueprint](#) and get to know how companies can leverage a remote workforce to elevate their customer experience.

DOWNLOAD

Sources:

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