



CASE STUDY: CONTACT CENTER AGENTS

PeopleShare's industry-leading solution delivered hundreds of US-based agents to a global BPO

CHALLENGE

Our clients's talent acquisition team was **sourcing license-in-hand (LIH) contact center agents with limited success**. Their attempts to improve results by conducting their own pre-license education resulted in underwhelming throughputs. Their strategy, while well-intentioned, was not delivering.

SOLUTION

As a best-in-class partner, **PeopleShare worked alongside the TA team, offering market insight and an additional solution**. We worked with them to determine the specific agent characteristics needed for success in the position, then engaged our experienced licensing team to recruit qualified candidates and move them through our proprietary pre-license education process. We facilitated the scheduling and passing of their state license exams and handled all the administrative steps required to secure their resident-state license – fingerprinting, background checks, etc.

RESULTS

The entire PeopleShare solution occurred in concert and partnership with the client's TA team. **PeopleShare far exceeded the client's expectations, delivering even more agents than in the original order** (783 delivered vs. 730 ordered). After three weeks, 95% of those agents were still in role. The BPO is now positioned for profitable performance and successful outcomes.

AT A GLANCE

CLIENT OVERVIEW

- Global BPO
- Employee Count: 20,000 - 30,000
- Voice Volume: 75 - 100 million annually

CHALLENGE

Agent sourcing and internal pre-licensing education were not delivering the required agent counts

SOLUTION

In partnership with the client's TA team, PeopleShare recruited, educated, and licensed agents to meet the client's specific needs

RESULTS

107% fill rate + **95%** agent retention

CLIENT'S TAKE

"I found your communication and receptivity to feedback to be exceptional. You were flexible, focused on our results and over delivered. Thank you!"

- Senior Business Leader

"Seamless partnership and unmatched service delivery."

- VP Talent Acquisition

PeopleShare understands the challenges of high-volume contact center licensed agent staffing. We understand the complexities involved. We get licensing because we do licensing. We've been building agents for more than 10 years, resulting in unmatched cumulative experience and invaluable insight.

Pick a license – Life, Health, P&C, PL, Adjusters – tell us how many agents you need and when you need them and we'll deliver... it's what we do!



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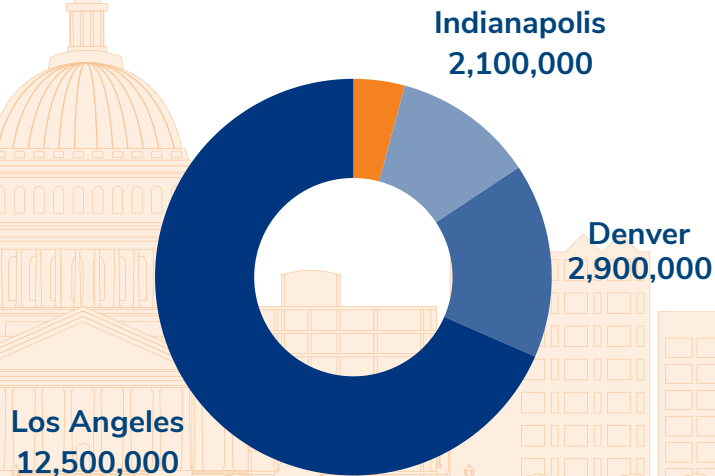


CASE STUDY: PEOPLESARE ACCOMPLISHES THE IMPOSSIBLE

CLIENT CHALLENGE

Our client needed Personal Lines insurance agents in Boise, ID, a small mountain town with limited population. Their TA team was able to source only one or two agents each month – not even enough to backfill attrition. This location was a losing battle for the client.

BOISE POPULATION COMPARISON



PEOPLESARE PROPOSAL

PeopleShare proposed a pilot of 25 agents. The client was skeptical because of the poor outcomes they had produced, but they agreed to partnering for a pilot.

OUTSTANDING RESULTS

PeopleShare's Licensed Agent Builder™ delivered 29 agents – a 116% fill rate. As a result of the pilot success the client asked for an additional 50+ agents and LAB delivered 57.

AGENT ORDER

25

AGENTS DELIVERED

29

116% FILL
RATE



PEOPLESARE
DELIVERS WHERE NO OTHER AGENCY CAN.