



Experience Paper

CUSTOMER INNOVATION SOLUTIONS TeleTech@Home Experience

Demonstrated TeleTech@Home experience for:

- Numerous companies in the retail industry

TeleTech@Home is a sophisticated outsourcing solution providing access to robust work-at-home technology in addition to a well-educated, highly specialized, and flexible workforce for our clients' most important and complex customer interaction work. With TeleTech@Home, our clients gain the best of both worlds by leveraging the best practices and centralized technology from our traditional service delivery centers while utilizing a virtualized, specialized, and scalable talent base.

The unique features of a virtual work-at-home position allow access to a more experienced and educated talent pool. The average age of a TeleTech@Home associate is 40 years while their experience in the business world averages 10 years. TeleTech@Home associates score an average of 5-10% higher in quality and customer satisfaction metrics than traditional service delivery center associates.

Our TeleTech@Home program provides benefits for the retail industry. TeleTech teamed with a client to resolve both scalability and efficiency needs during the holiday season. For another client, we identified 50 agents within the TeleTech@Home workforce who were readily available, providing the customer with 200 additional unplanned associates in just four days. We helped another client improve employee satisfaction within their organization. TeleTech's proprietary online recruiting portal helped another client to recruit a diverse talent pool to help meet all of their consumer needs. The following includes examples of our successful TeleTech@Home programs.

Retail Company

This client was in need of a global sourcing partner to provide scalability and efficiencies necessary to meet heavy consumer demand during their holiday season. TeleTech@Home's solution was implemented to resolve both scalability and efficiency needs during the holiday season. TeleTech@Home's large applicant pool provided the ability to hire over 100 associates within just two weeks. The program's flexible staffing model created a 22% increase in occupancy and helped improve client productivity. The client also experienced an average decrease of 12% in full-time employees. TeleTech@Home has grown to 800 full-service associates and 1,200+ employees during seasonal months.

Retail Company

This retail company had a difficult time rapidly bringing new hires into the organization. In addition, technical requirements made it difficult to quickly build another brick-and-mortar center with desktop applications. TeleTech@Home WorkBooth® technology was used to bypass IT desktop requirements and utilize the disk in any of our brick-and-mortar centers. We identified 50 available associates within the TeleTech@Home workforce and provided the customer with 200 additional unplanned agents in just four days. The client had forecast seasonal volumes to be low due to the economic downturn, but instead the volumes were over 200-300%. The client has designated TeleTech@Home as their number one customer service provider.

Retail Company

This client used out-of-the-box thinking to improve employee satisfaction. A significant investment was made in seasonal store employee training and development. The client also examined how to take advantage of this investment when those employees are no longer needed for retail store support. TeleTech provided full support services and applications to ensure success of the program. In addition, the client had full access to assessments to identify store employees who fit the model of a home agent. Overall, this program improved employee satisfaction within the organization. In addition, the client experienced a reduction in recruitment and hiring costs utilizing teams of cross-functional employees.

Retail Company

A renowned retail company needed to develop and deliver a highly skilled workforce to support customer service and sales inquiries. The client selected the TeleTech@Home solution to accomplish this goal. TeleTech@Home delivered scalability and efficiency to accommodate fluctuating call volumes. The TeleTech proprietary online recruiting portal also enabled this client to recruit a diverse talent pool to help meet all of their consumer needs. The program's success resulted in a 22% lift in occupancy. The client hired over 100 at-home associates in two weeks. In addition, every associate met the client's contractual goals in only four weeks, whereas it takes a typical brick-and-mortar environment 12 weeks.