



It's About Hiring the RIGHT People!

"Did you know that more budget dollars are lost through staffing related costs than in any other area of your call center?" More than 60% of the cost of operating a call center is related to human capital expenditures."

People are the key to success in any call center. You decrease turnover and improve call center performance by recruiting and hiring the right people. The BrandonWayne Group's **Call Center Response®** programs and services will quickly identify candidates who will be successful in your call center environment.

The BrandonWayne Group has extensive experience in developing and managing call center hiring processes in all industries. We specialize in providing temporary, direct hire, seasonal, CCRO (Call Center Recruitment Outsourcing) and executive recruitment programs and services.

Whether your call center is customer service, telesales, marketing, collections, email, live chat, help desk or blended, our proven **Call Center Response®** methodology will significantly improve your overall call center recruiting and hiring practices.

*The BrandonWayne Group's **Call Center Response®** programs and services include:*

- Temporary, Direct Hire & Seasonal Agent Recruitment
- Executive & Management Recruiting
- Candidate Screening Technologies
- Candidate Assessment Tools
- CallCenterClassifieds.com®
- Call Center Recruitment Outsourcing (CCRO)
- Call Center Human Capital Analysis (CCHCA)
- Call Center Demographic Evaluation (Wage & Market)
- Workforce Forecasting & Scheduling

*The BrandonWayne Group has over 25 years of experience in the call center industry. We will work with you to develop a comprehensive **Call Center Human Capital Strategy**.*

**Please call or email us for further information.
You can also visit our website at:**

BrandonWayneGroup
Call Center People Solutions

www.CallCenterWorkforce.com