



Work-at-Home Solution

Award-winning management processes and security standards applied to a flexible, scalable work-at-home environment

Teleperformance is the leader in outstanding omnichannel customer experience management. Our Work-at-Home Solution offers access to our unique people culture and highly skilled agents, greater operational flexibility, and exclusive management processes, all with the same cost-effective contact management, best-in-class technology and innovative security practices of our traditional contact center models.

Founded in
1978

We are a team of
300K
people in
400
facilities

8K+
home agents
worldwide

Across
27
U.S. states

Across
4
continents

Teleperformance, the worldwide leader in omnichannel customer experience management, has the largest global footprint of any customer experience contact center provider, with 300,000 people in 400 contact centers in 80 countries. We employ more than 8,000 home agents in 27 states in the United States.

Teleperformance currently provides its Work-at-Home Solution across a wide range of verticals such as retail, telecommunications, financial services, technology, healthcare, and travel and hospitality. Take advantage of Teleperformance's expertise in creating a seamless strategy to deliver a Work-at-Home Solution that has a consistent service experience across all channels.

Our Expertise

For a U.S.-based healthcare client that provides managed care services and health plans through Medicare, Medicare Advantage and Medicaid to almost 4 million people

Business Objectives

- As a result of winning new Medicaid business, the client needed to meet a state requirement of establishing resources within the state.
- Create a hub-and-spoke strategy from one of Teleperformance's main locations that had agents in the state.
- Expand the operation by allowing agents meeting KPIs to move to a home agent environment.

Outstanding Results

Since 2007, the partnership has expanded to include 3 U.S. sites, 2 Philippines sites and home agents, with more than 1,800 FTEs at peak. KPI achievements for home agents include:

First Call
Resolution (FCR)

Client Goal **97%**

Result: Consistently beat the goal,
reaching as high as

98.7%

Quality

Client Goal **90%**

Result: Trending
improvement to

97.8%



Teleperformance's Work-at-Home Solution helps companies achieve KPIs and business results through an adaptable system that can meet demand cycles and ensure continuity across operations.

Currently available on four continents:
North America, Europe, Africa and Asia

Innovative security and technology

Award-winning management processes

Exclusive Contact Center Management
System (CCMS)

Unique people culture

Proven virtual
recruitment model

Flexible
deployment options

Omnichannel
customer
management

Teleperformance combines years of expertise, proven practices and innovative technology to deliver an efficient, secure and reliable work-at-home solution.