



TELUS AgentAnywhere™

build your home-based remote agent workforce

efficiency through flexibility

Supplementing core operations with a home-based remote agent workforce has proven to be an extremely effective way to overcome the performance limitations of a conventional contact centre. By establishing a remote workforce, your business can improve customer service, reduce costs and enhance operational flexibility.

TELUS AgentAnywhere makes it easy to set up a remote agent workforce. Our unique solution integrates two services: the remote network that connects remote agents to their contact centres and an online recruitment resource called ContractXchange.

Clients of TELUS AgentAnywhere have free access to ContractXchange – an online service designed to help contact centres quickly and economically institute their own home agent programs. You can use the site to advertise contract jobs, appraise applicants online, and select your own team of Certified Remote Contract Agents. ContractXchange makes it easy to find and recruit certified remote agents entirely online.

TELUS AgentAnywhere is part of our suite of Managed Contact Centre solutions – providing secure, stable, low-cost and scalable infrastructures for multi-channel contact centres. This set of solutions belongs to our collaboration portfolio, which is designed to help you work and collaborate more effectively, both within your company and externally with clients, suppliers and partners.

the remote agent advantage

Remote programs are a growing trend for contact centres worldwide. TELUS AgentAnywhere saves your organization the stress and hassle of establishing a remote agent workforce. Our solution delivers solid business value in:

Improved service levels. Remote Contract Agents are independent business people who contract their services directly with you – they are not your employees and not an outsourcer's employees. They are highly motivated individuals who know they are only as good as their last call. Remote Contract Agents are invested and committed.

Most Remote Contract Agents are already experienced and have the baseline skill standards necessary to meet the recruitment profiles of most multi-media contact centres. Plus, they have the special proficiency of being able to process both incoming and outgoing service calls from a remote location.

Reduced costs. Remote Contract Agents work from their own home office equipped with their own remote network-compliant computer, dedicated telephone lines, long distance arrangements and high-speed connections. Your business does not pay for their expenses. Remote Contract Agents carry all the responsibilities associated with running their own business – overhead expenses, connectivity costs, office costs and equipment costs.

Remote Contract Agents are already trained to execute remote agent work. To learn your specific application, they will come to your training facilities, to a sub-contractor's site or they can learn online. They assume all costs of training.

Your business pays Remote Contract Agents per transaction via a bi-weekly cheque. The breakout and distribution of payment is executed by our third-party automated invoicing service.

Enhanced flexibility. Remote Contract Agents are contractors, not employees. You define the work to be done, the conditions and the pay rate.

Scheduling is on-demand. Remote Contract Agents are available to work all hours including weekends, nights and holidays, plus unscheduled on-call periods during emergencies. They are remarkable in their ability to be flexibly scheduled in as little as 30-minute increments. This flexibility enables real-time staffing and is perfect for when your business needs supplementary help in peak times and spikes.

Recruitment is online and free. Remote Contract Agents are recruited without fee, online at ContractXchange.com. Because of the site's thorough certification process, you can be assured that every agent is a viable remote worker.

So leave the agent recruiting and screening to TELUS AgentAnywhere. There's never been an easier, more cost-effective way to build the remote workforce you need, whenever you need it.