



West at Home West at Home West at Home
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Customer Contact Solutions



Why Choose Home Agents?

Now, more than ever, companies are turning to the proven benefits of home agent solutions to help them provide a higher level of care to their customers and improve customer contact costs.

In fact, some of today's leading publications and top industry analysts have documented the growth and significant advantages of home-based or remote agents. As the leading provider of customer contact solutions, West is uniquely positioned to help your company capitalize on this growing trend with West at Home.





Why Choose West?

West at Home provides your company with higher quality, better educated agents, who deliver unmatched service and professionalism. By combining these highly skilled people with West's cutting-edge technology, proven training methods, extensive agent management and quality monitoring systems, we can help your company deliver a superior caller experience. Here are just a few of the advantages of home-based agents:

Higher Quality Agents

89% of West at Home agents have some form of college education compared to only 34% in call centers. These higher quality agents help increase sales conversions by 15% and provide a 10% increase in quality against Key Performance Indicators. At West, we know that the success of every program begins with our quality home-based agents.

Flexible and Scalable Staffing

40% more staffing flexibility to better support fluctuating call volume. West at Home is a highly scalable solution with thousands of agents certified, trained and ready to take calls. This gives us the ability to quickly ramp up to meet the specific needs of clients in a variety of industries. We are also able to schedule agents in half-hour segments giving your company an added level of flexibility and responsiveness.

Reduced Costs and Improved Productivity

10-15% average reduction in cost per call utilizing home-based agents versus traditional call center agents. Because our agents are better educated and highly motivated, we have also experienced a 10% increase in agent production versus traditional call center agents. This combination gives your company a distinct competitive edge and drives significant improvements to your bottom line.

West at Home

An evolution in customer contact solutions that d



West at Home has helped companies across a wide range of industries deliver superior care to their customers through a proven combination of highly skilled agents and innovative technology.

“We have a great partnership with West. They are reliable and quickly respond to our fluctuating call volumes throughout the day. No doubt they have proven themselves to be a significant advantage for our shopping network.”

– Senior Vice President
Leading TV Shopping
Network



Quality Agents. Exceptional Results.

At West, our proven recruiting methods allow us to easily recruit agents with specific backgrounds or specialized skills from around the country and our advanced application profiling procedures, including background checks and aptitude tests ensure that the right agent is assigned to the right program. This not only gives us the ability to hire the best agents in the shortest period of time, but also allows us to get your program up and running as quickly as possible.

Every West at Home agent is thoroughly trained on your company's culture and programs through a customized, self-paced distance learning program in which computer-based training is delivered via the Internet. This not only allows for consistency, but also reduces training times by up to 30% and increases knowledge transfer. To ensure the highest quality, every agent must be certified on a series of training modules and undergo a final one-on-one program review with a West Performance Assessment Liaison before taking live calls.

Superior Agent Management Systems.

Few companies can match West's ability to successfully manage a large home agent staff. From training and scheduling to quality monitoring and security, West's extensive agent management systems help separate West at Home from all other home agent solutions.

We empower our agents with the ability to choose their own schedule through SpectrumSM, West's proprietary workforce management system. Agents can log on to the Internet to view the hours that are available and can easily create a customized schedule that fits their needs and lifestyle. This scheduling flexibility creates a more satisfied worker, which in turn leads to lower attrition rates. West's Quality Assurance systems, including web-based monitoring and 100% call recording, ensure a consistently high level of service for every customer contact.

When managing a large group of remote agents, communication is critical to success. That's why we employ Performance Assessment Liaisons (PALs) to provide remote support to our home agents for all issues. PALs stay in constant contact through a wide range of communication channels and our comprehensive CRM systems helps them track and manage all agent contacts. West's PALs ensure that any issue is addressed and resolved in a timely manner and that agents maintain a high level of quality.

At West, we understand the importance of maintaining the highest level of data security. That's why we employ extensive security measures at the desktop, agent and system level. From background checks and ID management to firewalls and secure servers, we make every effort to keep your valuable information safe.



delivers unmatched performance.



No Boundaries. Limitless Opportunities.

The power of West at Home's scalability and flexibility comes from West's Virtual ACD (VACD) infrastructure, which eliminates the geographic limitations of common ACD based home agent solutions. The VACD is fully redundant and can simultaneously direct voice, data and desktop applications to a remote location anywhere in the world. By utilizing an integrated, skills and performance based routing scheme, we ensure that every call will be answered by the most qualified agent.

Our VACD is a direct extension of West's robust IVR platform which has more than 100,000 ports of available capacity. This not only gives us the ability to easily handle significant call volume spikes, but also allows us to seamlessly incorporate advanced features such as speech recognition and text-to-speech into every solution. In addition, the entire West at Home solution is monitored 24/7 by one of the most technologically advanced Network Operations Centers in the world, ensuring that we can rapidly respond to any need that may arise and maximize the results of each customer interaction.

Comprehensive and Accurate Reporting.

At West, we understand that information is power. That is why we have developed a series of web-based reports that are available to clients on demand, putting critical information at your fingertips. These reports provide consolidated, up-to-the-second reporting of all agent activity by logical groupings such as agent line group, program and system, in an easy to monitor graphical interface. Available with both historical and real-time data, our in-depth reports give your company the ability to make real-time changes to important performance metrics.



West's unique ability to blend home agents with call center agents and automation provides companies with the greatest flexibility and the greatest value.

West Makes the Difference.

West's technology experts have spent years developing and refining our home agent solution in order to maximize the unique advantages of West's proven and reliable call center management services. Every customized West at Home program benefits from our cutting edge technology, in-depth reporting and unmatched system availability, as well as the advanced staffing and training techniques that companies have come to expect from West Corporation. West at Home is an extraordinary solution that gives your company the power and flexibility necessary to deliver a higher level of service and reduce customer contact costs.



For more information about West at Home call:
800-841-9000

West Corporation: A Premier Provider of Contact Solutions

West Corporation is a leading provider of outsourced communication solutions to many of the world's largest companies. West helps companies communicate more effectively, maximize the value of their customer relationships and drive greater revenue from each transaction. West's integrated suite of customized solutions includes customer acquisition, customer care and retention services, interactive voice response services, as well as conferencing and accounts receivable management services. West's experienced personnel, cutting-edge technology and advanced systems make it possible to provide companies with a variety of solutions that help increase revenue, lower costs and improve customer satisfaction.



To learn more about West call
800-841-9000 or visit us at west.com