

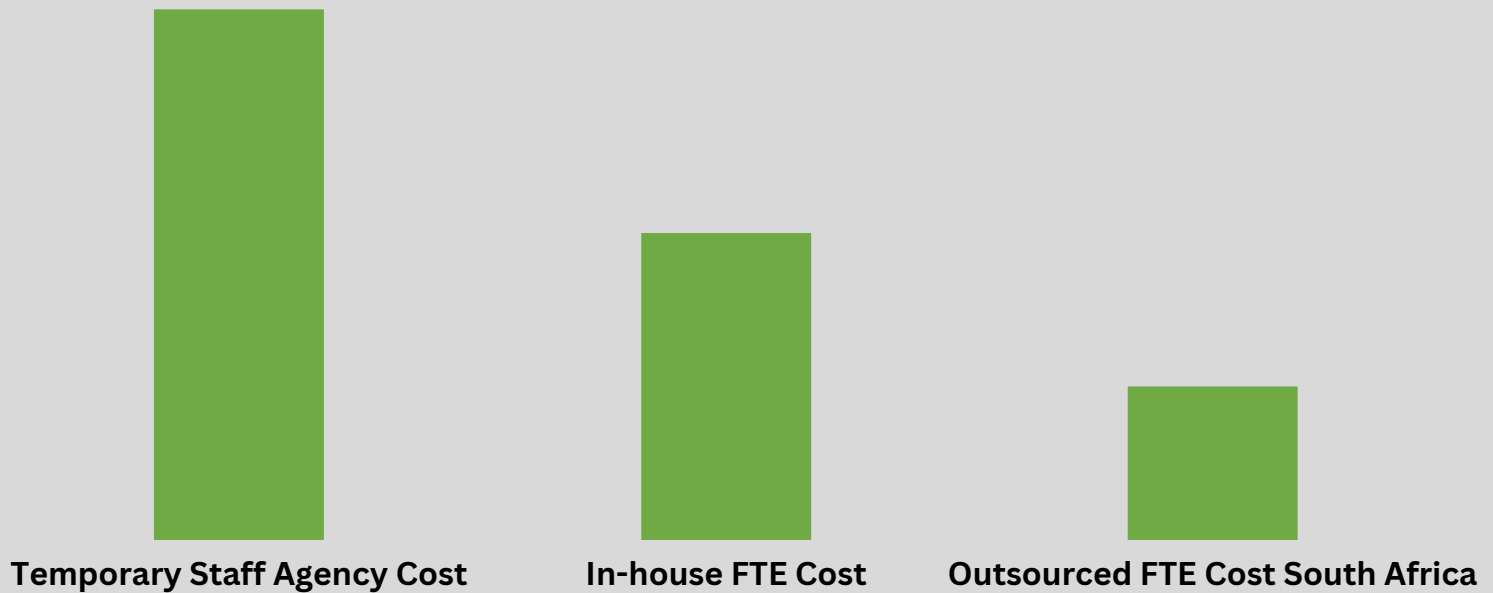


Seasonal Scaling of Customer Service Staff?

Even the most efficient in-house customer service teams face challenges during the holiday season.



SEASONAL
SCALING OF
CUSTOMER SERVICE
STAFF?



OUTSOURCING YOUR SEASONAL TEMPORARY CUSTOMER SERVICE STAFF

With the Black Friday and holiday shopping season fast approaching, providing exceptional customer service can be a challenge for both large retail outlets and e-commerce startups. Having a **scalable customer service** is crucial, especially with more consumers shopping online. While the shopping season is only a month away, there is still time to elevate your customer service department with expert agents.

Even the most efficient **in-house customer service teams face challenges** during the holiday season. Outsourcing your call center can be a viable solution, especially with a customer-centric plan that incorporates cutting-edge technology and highly **skilled temporary outsourced customer service staff**.

At Response BPO we offer the following steps to help retail businesses elevate their customer service game during the holidays.

01.

SAVE UP TO 60% ON FTE COSTS



WE SAVED 67% ON COSTS

When considering the operational expenses of hiring temporary staff in-house, it's important to take into account the full FTE costs. In this regard, South Africa stands out for its cost-effectiveness when compared to the UK, US, Canada and Australia. This is due to the fact that South Africa can offer savings of up to 60% to 70% on salaries and operational expenses when compared to these cities.

South Africa's fully loaded monthly costs per contact center agent are more competitive than traditional locations like Panama, Mexico, and Jamaica, providing an additional savings compared to those locations, while having a **native-English workforce**.

02.

DIRECT ACCESS TO EXPERIENCED, SEASONAL CUSTOMER SERVICE STAFF

Trying to hire seasonal staff to handle the Black Friday and Christmas period can be very challenging. Especially when trying to find staff with the level of experience and quality that you require. Often you will find yourself having to sacrifice quality and experience in order to ramp up to the level of FTE that is required.

Outsourcing your customer service to a contact center like Response BPO solves this problem. It will give your business direct access to customer service staff that are highly experienced with e-commerce, and this can be done on temporary basis for the amount of months that best suit your company needs.

SPECIALIZED IN



**INBOUND/OUTBOUND
CALLING**



EMAIL



WEB CHAT

03.

NATIVE ENGLISH SPEAKING WORKFORCE



Did you know that South Africa is a native English-speaking country?

South Africa has ranked 1st place of English-speaking destinations for BPO services for several years in a row. That's according to the Annual Ryan Strategy Advisory BPO Omnibus Survey. Out of 53 other locations, South Africa has been rated the top choice for participants from the US and Canada, making South Africa's success in the BPO industry a consistent, reliable, and trustworthy destination for outsourcing services.

South Africa has proven to be a strong contender in the realm of English proficiency. In fact, when compared to the US nearshore countries, South Africa emerged has recorded the highest score, surpassing even nations such as the Philippines, Panama, Honduras, Nicaragua, Colombia, and Mexico. It is widely recognized that South Africans possess clear and neutral accents, contributing to their reputation as exceptional English speakers.

04.

18% HIGHER CX AND RETENTION



Global brands consider South Africa for the dual benefits of cost and value. On average, companies outsourcing to South Africa have recorded that the country delivers 18% better CX quality when compared to competitor offshore markets (including higher first call/contact resolution).

This translates into 4% to 5% higher customer retention each year compared to other offshoring locations. Importantly, this higher customer retention delivers greater customer lifetime value (CLV) and bottom-line profits/benefits from the consumers/customers of global brands and enterprises that outsource to South Africa.



CONTACT CENTER EXPERTS

20+ Years BPO and Customer Experience

Quality Contact Center Operation in South Africa

Specialized in Customer Service, Retail, and e-Commerce

Technology to Empower the Operation (RPA, AI)

Native English Workforce

Training and Development Center



Response BPO has 20+ years experience in helping brands to power up their customer experience by delivering superior customer service. Ready to learn more about how we can help your business?

CONTACT US TODAY!



responseBPO
SMART OUTSOURCING



Smarter Outsourcing. Scalable Technology. Better Business.

ArenaCX is the global marketplace platform where companies build, sustain, and scale their CX operations.

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