



THE COST OF IN-HOUSE VS OUTSOURCED

CONTACT CENTERS

IN-HOUSE

OUTSOURCED

AGENTS

You already know that your own agents are paid for every hour they're at work – plus taxes, benefits, insurance, and PTO. You pay 100%.



In a transactional or per-minute model, you only pay for what matters – the actual time agents spend engaged in handling your customer contacts. You don't pay for the time spent in off-phone coaching sessions, or on coffee breaks, or simply "in ready" - waiting for contacts to arrive. That's an average 15% savings right off the top in an apples-to-apples wage scenario.

IN-HOUSE

PROGRAM MANAGEMENT

OUTSOURCED

Your agents aren't, well, free agents. They, and your program, require support and thoughtful, strategic management. That management head count cost lies with you.



Our program managers and program coordinators are included in the agent hourly rate (or transaction/per minute rate.) In most cases, coach (or team lead) costs are also included. So is the time they spend coaching agents and managing the details.

IN-HOUSE

QUALITY ASSURANCE

OUTSOURCED

Managing a robust QA process for your customer contacts, especially in a multi-channel or multi-lingual program, is complicated, time consuming, and critically important work. Again, you pay 100%.



Quality assurance is another factor included from the get-go in the agent hourly rate. We ensure optimal quality to meet and exceed your – and your customers' – expectations.

IN-HOUSE

INFRASTRUCTURE

OUTSOURCED

The cost of IT support, cloud and connectivity resources, and facilities including rent adds up and weighs heavily on your shoulders (and on your bottom line).



You guessed it – all initial infrastructure costs plus ongoing investments in upgrades and new technologies are yet another piece of the puzzle that is already part of the agent hourly rate.

IN-HOUSE

HR FUNCTIONS

OUTSOURCED

It takes a team of professionals to manage all the HR functions associated with your customer care program, from talent acquisition to benefits management, payroll and taxes, and employer administration. All of that is 100% on you when you're running an in-house contact center.



We might sound like a broken record but yes... every ounce of HR support is included in the hourly rate.