

Why do businesses outsource?

STAFFING PROBLEMS

- According to Harvard Business Review, 47 millions Americans quit their jobs in 2021.
- What experts call, "The Great Resignation," has left a lot of businesses short-staffed - eCommerce, transportation, healthcare, and other customer service-reliant industries are no exception.

HIGH COST OF LOCAL LABOR

- In 2021, 63% of workers who quit in 2021 say it was due to low pay, according to Pew Research Center.
- Businesses may not be able to keep up with the rising cost of labor.

LABOR COST & STAFFING, IN NUMBERS:



Quit due to low pay



Prefers to Telework

- Outsourcing gives your the ability to focus on building your brand, and attracting clients, all while improving customer experience.

- Outsourcing solves staffing and payroll problems.

- Outsourcing frees you from having to spend time on repetitive or monotonous tasks.



Problems with finding & **retaining** workers with special skillsets can easily be solved by working with a BPO company with **low turnover rates**.

ABOUT PAC BIZ

Pac Biz is an American-owned Contact Center Outsourcing company in the Philippines, operating since 2014. We help companies deliver exceptional customer experiences with 24/7 voice, chat, messaging, and email support.



Scan the QR Code to
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owner, Eric Mulvin
or email eric@pac-biz.com



What to Expect.

What happens after Pac Biz Contact Center contract is signed?

6 STEP PROCESS FOR OUTSOURCING



STEP 1 Getting Started

- **Onboarding call** - Discuss what's needed from both ends, and schedule follow-up meetings.
- **Agent Interviews** (If applicable) - You may prefer to meet agents and interview.

STEP 2 Training

- **Training Consultation** - You consult with our in-house training specialists.
- **Training Finalization** - Pac Biz schedules the training period, setting standards for new agents.

STEP 3 IT Infrastructure

- **Providing Access** - Your agents are set up with the necessary credentials (Logins, Phone/Chat System, etc).
- **System Reliability** - We test access, connections, and functions, and we make sure that there is no latency.

STEP 4 Measuring Success

- **Incentives** - Determine standards for agents, and set up incentives for excellent work.
- **KPIs** - We set Key Performance Indicators, and optimize our measuring tools to keep track of performance.

STEP 5 Service Launch

- Agents answer calls, chats, emails and any other messaging platforms you had requested
- Agents work their assigned hours and start to become an extension of your team.

STEP 6 Call Calibration

- After 30 days, we meet with your and discuss performance, and identify challenges and opportunities.