



Find Pre-Qualified Home Agents in Minutes

With over 150,000 talented job seekers looking for amazing companies like yours recruiting the right talent has never been easier. We host a robust recruitment portal specializing in a prequalified pool of skilled individuals who are seeking jobs from home.

Amazon, Uber and Lyft are taking advantage of the GIG Economy for staffing – Now you can too!

Join the growing list of companies taking advantage of a new supply of labor in the GIG Economy. With many families under economic pressure to make ends meet and changing job markets, many highly skilled individuals are looking for a different way of working. Some want to add extra income. Some are too early retirees.

Some don't want the long commute and expenses associated with traveling to work and the additional costs. The good news is you can now easily reach over 150,000 talented, qualified individuals that are ready to go, just waiting for your invitation to an interview.

The Home Advantage Client Case Study:

Major Automotive Business Partner

Business Challenge:

A market-leading B2B and B2C automotive services provider in North America, has partnered with LiveXchange for over 12 years in providing remote agent solutions to support a variety of their client needs. Recently, one of their clients, a renowned automobile manufacturer had an urgent need to ramp customer service staffing to triage/handle a short term need to service unexpected call volume related to customer claims post a class action settlement.

Project Requirements:

- Hire and deploy 50+ Agents for a 3-month contract within a short 4-6 week window.
- Hire for both English + Bilingual French language requirements
- Ability to train virtually through self-led eLearning modules combined with trainer led virtual training.
- Leverage a telephony platform separate from the current client infrastructure
- Call Volume Origin: Across Canada
- Call Recording and Storage: Yes – Up to 6 Months and transfer to the client for long-term storage.
- Supply a flexible workforce management system and Notify system to staff erratic, fluctuating peak volume needs

Solutions Provided:

1. **ContractWorld.jobs** - Recruitment Portal
2. **eLearning LMS** – Student path monitoring software and online training services
3. **LivexConnect** - Workforce Management Portal and Scheduling Application
4. **Notify** - On-demand automated agent outcall system
5. **Contact Center Anywhere** - Omni-channel Telephony Platform
6. **PayShark** – Integrated invoicing management and agent payment services

Success Results:

The project launched on time and successfully, delivering on all the SLA requirements. The project concluded within 3 months with the agents handling over 30,000 calls and meeting predefined KPI's by the automobile manufacture – Truly a Win-Win for all parties!

“LiveXconnect provided us the flexibility to scale up or down throughout our hours of operations to meet our customers demand 24x7x365”

– **Manager**, Solution Center

The Home Agent Tool Box

Unlocked for You

Getting a home agent program off the ground or advancing an existing home agent program can be daunting work. LiveXchange offers a full list of services and applications that make starting or improving your program risk-free with overnight results. Ask us about the many Home Agent advantages; how to reduce operating costs, increase productivity and revenue today!

HIRE

1

ContractWorld.jobs

Crowdsourcing made easy with our dedicated Job Board & Recruitment Portal. Access to 3,500+ newly registered job seekers each month, and over 150,000 members across North America.

TRAIN

2

eLearning LMS

Experts in online training courses, and student path monitoring software.

SCHEDULE & MANAGE

3

LivexConnect

Workforce Management Portal designed for Home Agents. A complete suite of tools & technology for ultimate workforce scheduling optimization and communications. Track and report on all agent online activities.

NOTIFY

4

Automated Emergency Outcall

Launch campaigns to bring extra staff on with a few clicks in minutes. From single agents to multiple workgroups. Notify gives you the flexibility to meet your KPI's every day.

PAYROLL

5

PayShark

Integrated payroll management system, makes paying Remote Agents anywhere on time, every time. Payroll is integrated into the Scheduler. All agents are tracked against login, their working state and log out. A quick review of the final report, payroll is completed in minutes.

PCI SECURITY

6

Compliant Desktop Security

Agent Access Workspace (AAW) software turns any laptop or pc terminal into a Level 1 PCI secure workstation in 60 seconds! LiveXchange technology makes getting your home workforce PCI compliant an easy thing to do.

FULLY MANAGED SERVICES

7

Top Talent with Exceptional Results

If you are looking to outsource we can help in that area too. Improve services while keeping budgets under control. LiveXchange's world-class management team will deliver the quality results your management team and customers demand; your CFO will love the savings over traditional outsourcing.

Don't Delay Schedule a Discovery Demo to learn more about the Home Advantage Today!

Reduce Operating costs by up to 30%

Ask us how!

Talent Acquisition

Access to any skill, any language in multi time-zones, across the USA & Canada!

Workforce Optimization

Turning fixed labor costs of 4-8 hour shifts, into variable cost savings with ½ hour shifts; and meeting cyclical Service Levels all year round!

Tenure UP & Attrition DOWN

Home Agents are proven to be happier and more productive.

Stay in touch with Contact Center industry leaders...

Sign up for our Newsletter & Blogs @ LiveXchange.com

 @LiveXchangeRemote

 @LiveXchangeInc

 @LiveXchange



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