

Managing personnel

Call center recruitment

Module one - resource overview

By **John Wright**

Synopsis

Fully tested in a field environment 'Call Center Recruitment' enables you to recruit your own call center agents and totally eliminate agency costs. This resource overview describes the original research, maps out the overall process and highlights the secrets of successful call center agent recruitment. The total resource has seven modules. This title uses United Kingdom data but the principles are usable and appropriate in all countries.

How to ...

How to design a call center recruitment process.

How to manage and control a call center recruitment process.

How to recruit a successful call center agent.

John Wright

Over twenty-five years of experience in corporate life and consulting has provided John with a wide range of experiences that have contributed to this extensive resource. He brings a refreshingly practical approach to the design and avoids the clutter of professional jargon. The end result is an extremely accessible process that delivers quantifiable business results. John provides his consultancy services to a wide range of international private and public organizations.

Contents

1. Resource Overview	1
2. Planning and Preparation	13
3. Advertising	51
4. Telephone screening	57
5. The candidate selection day	67
6. The selection decision	101
7. An international perspective	110