



# West at Home

## The Leading Provider of Home-based Agent Solutions

### Overview

West at Home helps many of the nation's leading companies deliver unparalleled results through a combination of higher quality, better educated agents and a highly scalable, state-of-the-art infrastructure. West at Home employs the industry's most comprehensive agent training, management and monitoring processes and features multi-layered security protection. This helps companies protect their customer data, improve staffing flexibility, deliver superior service and realize a greater return on their investment.

**Home-based Agent Count:** 14,500+

**Applications per Week:** 4,000+

**Locations:** Currently in 27 States (50 State Availability)

### Profile of the West at Home Agent Pool

- 85% Female
- 77% of agents are 31 years and older
- Over two-thirds of all agents have some college experience
- 14% veterans

### Benefits of West at Home

- Higher Quality Agents
- Greater Flexibility and Scalability
- Increased Sales Conversions
- Stringent Security Measures – *Meet Strict InfoSec Requirements of Healthcare and Financial Partners*
- Increased Quality against Key Performance Indicators
- Built-in Business Continuity Solution
- An Environmentally Conscious Solution
- An Alternative to Keep More Jobs in America
- Reduced Costs

“Frost & Sullivan believes that West has consistently been on the leading edge of the home agent movement.”

Michael DeSalles  
*Frost & Sullivan  
Industry Analyst*



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# The West at Home Difference

There are six key aspects to every West at Home solution that are critical to the success of your home-based agent program. We have developed key differentiators in each that will help deliver unprecedented results for your company.



**Hiring** – At the heart of every program are the extraordinary agents we are able to hire.

- 100% virtual recruiting and hiring
- Employee-based model
- Automated profiling tools help maximize the labor pool



**Training** – Our training allows agents to focus on your brand and take performance to a new level.

- 100% computer-based training or classroom hybrid
- Dedicated internal training development team
- Reduced training times and increased class sizes lead to accelerated ramps



**Scheduling** – We deliver the optimum number of the best qualified agents to handle your calls.

- Spectrum® Workforce Management
- Agent empowered scheduling
- Scheduling available in half-hour shifts



**Operations** – Our extensive experience and proven operational methods help ensure success.

- 8-to-1 Performance Assessment Liaison (Supervisor) ratio
- Call/Data recording and voice of the customer surveys
- Multi-channel and real-time agent communications



**Infrastructure** – Our sophisticated and technologically advanced infrastructure delivers unparalleled results.

- Flexible routing technology with multiple ACD options
- Skills-based routing
- 14 patents pending



**Security** – Stringent security measures help keep your valuable customer data safe.

- 24 points of security
- Locked-Down Desktop
- PCI, HIPPA & SOX Compliant



For more information contact us at:

**800-841-9000**

or visit us at [westathome.com](http://westathome.com)