

Delivering contact center talent and services

Today, advances in technology and ongoing demands on customer service require your contact center operations to take on less risk, greater control, and more flexibility than ever before—so the quality and skill of your customer service talent is even more critical. We've been placing contact center talent with clients for decades, and we're ready to provide the high-quality professionals you need.

FLEXIBLE SOLUTIONS • COST-EFFECTIVENESS • PRODUCTIVITY

Kelly® can quickly provide the contact center talent you need:



We provide contact center talent to more than **10,800** client locations across North America.



We placed **23,000** employees in contact center roles for our clients last year.



Kelly can assess multilingual ability across more than **80 languages**.



Our contact center talent worked a total of **11 million hours** last year.

Our expertise includes:

- Customer Service Inbound/Outbound
- Front-line/Shift Management
- Help Desk
- Market Research Inbound/Outbound
- Operations/Sales Management
- Quality Assurance
- Sales Inbound/Outbound
- Supervisory Management
- Traditional or Home-based Agents

5 minutes

Last year, Kelly placed a contact center worker on assignment every five minutes!

Customer Net Promoter Score®

