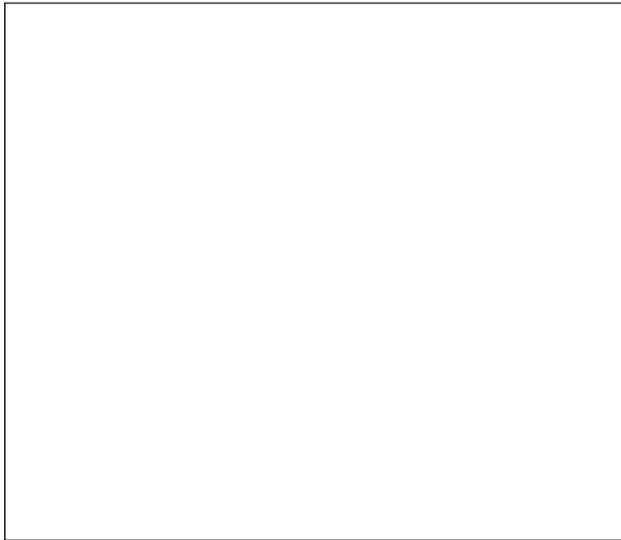


Webhelp@Home : Homeshoring

Webhelp@Home offers a Homeshoring solution. Customer advisors can work full time or part time from home with many advantages for both the business and the employee.

Move the mouse over the arrows to see content



The Webhelp@Home solution is based on 4 key points

- **HR :**
 - Voluntary job application
 - Company agreement
 - Permanent/temporary jobs
 - Reversibility
 - Teleworker charter
- **Technology and Infrastructure :**
 - Eligibility test (ADSL, customized environment)
 - Dedicated PC and telephone line
 - Broadband ADSL connection
 - Cisco encrypted secure solution
- **Management :**
 - Initial and continued on-site training
 - On-site skill quiz testing
 - Daily performance report and follow-up
 - Weekly listening debrief
 - Monthly on-site review
- **Project management :**
 - Daily team teleconference
 - Invision staff planning
 - Nice recording solution
 - Chat or telephone assistance