



FLEX CONTACT CENTER SOLUTIONS

Instant Flex Contact Centers, Powered by the Modern Workforce

Launch your next contact center in days – not weeks – with quality staff, lower costs, and exceptional customer experience

The pace of modern business demands the ability to react and respond to your customer's needs in real-time. From crisis management to routine fluctuations, you need a workforce that can provide the highest quality service with unprecedented scale, speed, and flexibility.

INBOUND FLEX CONTACT CENTER

- Disaster response
- Tier 1 and 2 customer service
- Crisis management
- Hotlines
- Direct response

OUTBOUND FLEX CONTACT CENTER

- Contact tracing
- Political surveying
- Market research
- Lead generation
- Marketing and Promotions support



Handle unexpected spikes in call volume with confidence

Shiftsmart's flex model makes it easy to manage increases and decreases in demand to improve utilization and reduce costs. Adjust your workforce hourly, daily, weekly, or monthly; unlike physical call centers, you're never locked in and there are no long-term commitments.



Outperform virtual and traditional contact centers with 100% productivity

With Shiftsmart, you only pay for the hours that people work. There are no standard shift times, so you can scale personnel based on actual demand instead of committing to a fixed number of agents who get paid whether they're working or not. That means 100% productivity, laser-focused workers, and dramatically improved outcomes.



Only staff the best workers with cutting-edge performance management

Shiftsmart's unique performance management platform ensures that only the top-quality candidates begin each job and only the best performers remain. AI-powered technology allows Shiftsmart to quickly identify and funnel shifts to the highest performers, tracking key metrics and optimizing each shift for maximum quality and output.

What makes Shiftsmart different?

Shiftsmart's Flex Contact Center provides on-demand customer service, staffed with fully trained agents, virtually deployed in days, not months. Shiftsmart doesn't just provide a contact center – it delivers instant and flexible access to the modern workforce, so you can use only the best workers, only when you need them, for industry-leading results.



Highest Quality Agents

Rely on top performers with Shiftsmart's deep pool of on-demand workers and cutting-edge performance management system.



Radical Elasticity

Launch a contact center staffed by thousands of fully trained remote workers in just a few days.



Comprehensive Training

Ensure that every inbound and outbound agent is fully trained to your requirements by real people (not via email), as often as you need.



Better Outcomes

Get better results, faster, with proven personnel who are constantly evaluated for consistent, positive performance.



Unmatched Scale

Flex your workforce up and down depending on daily, hourly, or even minute-by-minute demand, so you're always maximizing your resources.



Controlled Costs

Eliminate risk, emphasize value, and pay only for what you use.