

COMMUNITY RESOURCE CENTER

GENERATE LEADS THROUGH OUR
CALL CENTER AUDIENCE

Do you want to increase your presence within the call center community to generate leads and increase sales? Deliver your message in our Community Resource Center.

Why The Community Resource Center?

Today's buyer of products and services acquires their information online through various sources on a time frame that makes sense to them! Reach thousands of these modern call center professionals making \$50,000+ per year by listing your company in the Community Resource Center on www.CallCenterJobs.com.

SEND US YOUR CONTENT TO HELP BUILD YOUR BRAND

IN **3** EASY STEPS

Community
Resource Center

STEP

1

WE ORGANIZE AND CATEGORIZE YOUR CONTENT
ON OUR SITE IN THE FOLLOWING CATEGORIES:

PEOPLE

- Analytics - Consulting
- Hiring
- Personal Development
- Quality
- Social Media
- Telesales
- Training
- Virtual Agents
- Workforce Optimization

PROCESS

- Benchmarking
- Best Practices
- Blended / Workload
- Consulting
- CRM
- Planning
- Management
- Metrics / Analytics / KPI
- Self Service

OUTSOURCING

- B2B
- BPO
- Inbound
- Multichannel
- Multilingual
- Outbound
- Social Media
- Virtual Call Center

TECHNOLOGY

- ACD Call Routing
- Call Recording
- Cloud Contact Center
- Dialers
- IVR
- Mobile
- PBX
- Reporting
- Small Call Centers
- Speech Analytics

24/7/365
BRAND AWARENESS
REACHING EARLY, MID &
LATE STAGE BUYERS

WHO SEES YOUR MESSAGE?
29,000 PEOPLE
MAKING \$50,000+ PER YEAR

CALL CENTER JOBS .COM

SERVING THE CALL CENTER COMMUNITY SINCE 1998.
JOBS. EDUCATION. KNOWLEDGE.

COMMUNITY
RESOURCE CENTER

Questions? Call us at 1.888.353.7529.

Community Resource Center

STEP

2

CONTENT IS DISPLAYED IN OUR RESOURCE CENTER.

The screenshot shows the 'Community Resource Center' page on CallCenterJobs.com. The main content area is titled 'HIRING' and features several articles:

- Richard L. Bencin and Associates:** A world's premier call center recruiting firm.
- EmployeeAnswers:** A resource for finding top performers.
- FurstPerson:** A staffing solutions provider for inbound and outbound call centers.
- The Workforce Performance Report - Q4 Report:** Key factors impacting performance.
- Call Center Building Ready for Tenant:** A 25,985 SF office space for lease in Omaha, NE.
- Webinar:** Contact Center Staffing: Hiring and Onboarding - Online Webinar by ICHI.
- Webinar:** Hiring for an Exceptional Customer Experience - Technology Showcase by CRMChange.com.

 The left sidebar includes navigation menus for 'People', 'Process', and 'CONNECT WITH US', along with social media links and a newsletter subscription form.

WE DELIVER YOUR CONTENT 3 WAYS

This screenshot shows the 'EMPLO' section of the website. It features a 'Community Resource Center' sidebar on the left and a main content area with a large 'EMPLO' heading and a button to 'Add Your Firm'. The sidebar includes links for Resources, Outsourcing, Software, and Services.

Company Listing
Companies are organized by category.

This screenshot shows the 'SEARCH ADS' section. It includes an 'RSS Feed' icon and a 'Learn more...' link. Below the heading is the text 'Review Product & Service Information' and a prominent 'SEARCH CONTENT' button.

Content Ads
Premium placement in categories.

This screenshot shows a list of resources:

- Training Symposium - Nashville June 24-27:** Vital interactive instructor-led classroom training for contact center professionals.
- eBook - How do you increase customer satisfaction? Get more from your existing staff? Stay motivated while increasing revenues?** Industry leaders answer these questions with Genesys.
- Conference:** May 8-9 in San Diego - Contact Center Expo & Conference (formerly ACCE).
- Case Studies:** Pronto's Processes Skyrocket NonProfit's First Call Resolution Rates.

Resources
White papers, Webinars, Case Studies, Videos, etc. displayed in multiple areas of our site.

Community Resource Center

STEP

3

CONTENT IS DISTRIBUTED VIA OUR SOCIAL MEDIA NETWORKS AND INDEXED ON ALL SEARCH ENGINES!

The Social Media Influence:   

Content added to the Community Resource Center is also distributed through our Social Media Channels so it is distributed to the RIGHT people at the RIGHT time.

Blog / Editorial Calendar: 

Our Editorial Blog is an "organized and categorized" collection of resources housed in the Community Resource Center. Each week the Blog covers new and existing content by category as well as Supplier Profiles, Executive Interviews, etc.

SEARCH ENGINE OPTIMIZATION
YOUR CONTENT ON THE FIRST PAGE OF THE SEARCH ENGINES

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