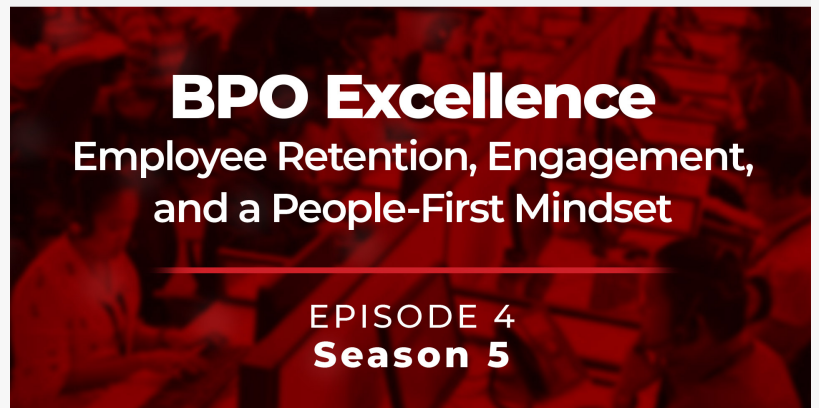


John Coulter Shares Insights on BPO Excellence in New Episode of First Contact: Stories of the Call Center

Discover the secrets to employee retention, engagement, and a people-first mindset in the latest episode of First Contact: Stories of the Call Center

CHEYENNE, WYOMING, USA, June 3, 2024 /EINPresswire.com/ -- NobelBiz is thrilled to announce the release of a [new episode](#) of its popular podcast series, featuring John Coulter, Vice President of Call Center Outsourcing Services at Five Star Call Centers. The episode of [First Contact: Stories of the Call Center](#), titled "BPO Excellence: Employee Retention, Engagement, and a People-First Mindset," is now available for streaming.

FIRST CONTACT: Stories of the Call Center



“

With AI and automation, we've been able to shrink our recruiting time by 50%, allowing our managers to spend more quality time with candidates during the final interview stages.”

John Coulter

In this compelling episode, John Coulter shares his remarkable journey from a call center agent to a key industry leader. With over a decade of experience, Coulter reveals the innovative strategies and practices that have transformed call centers into vital components of business growth and customer loyalty.

Key topics discussed in the podcast include:

- The significance of a people-first mindset in achieving business success
- Effective strategies for employee retention and engagement
- The impact of technology and AI on the future of BPO
- Real-life experiences and insights from John Coulter's career

“Our biggest focus is on people—it's about our agents and our customers. Technology is

important, but it's the human element that drives engagement and operational excellence," said Coulter.

Listeners will gain valuable insights into the evolving BPO landscape and the importance of fostering a supportive and engaging work environment. The episode offers actionable takeaways for businesses looking to enhance their customer service operations and employee satisfaction.

John Coulter is the Vice President of Call Center Outsourcing Services at Five Star Call Centers. With a career spanning over a decade, Coulter has been at the forefront of transforming call centers into key drivers of business growth and customer loyalty through innovative strategies and a relentless pursuit of excellence in customer experience.

Five Star Call Centers is a leading provider of call center outsourcing services, known for its commitment to excellence in customer service and employee engagement. With a focus on leveraging technology and maintaining a people-first approach, Five Star Call Centers delivers exceptional service and support to clients across various industries.

Listen to the Episode:

The podcast episode "BPO Excellence: Employee Retention, Engagement, and a People-First Mindset" is available now on all streaming platforms.

NobelBiz is a Contact Center software and voice carrier provider that has grown to serve Contact Centers globally.

Being more an extension of its clients' services rather than a direct vendor, the company combines multiple carrier systems into a single unified network with worldwide backups. NobelBiz also offers advanced [Omnichannel software](#) solutions that handle text (email, webchat, SMS), social media, and voice in a single, easy-to-use interface.

The NobelBiz webinar series aims to deliver monthly information-rich episodes that can teach you how to improve your Contact Center business.

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