Teleperformance Cloud Campus is a human-centric service delivery model at the forefront of the work-from-anywhere (WFA) movement.

Cloud Campus benefits

Cloud Campus was carefully designed to effectively and efficiently recruit, hire, manage, train, and optimize dispersed teams.

- Resilient business continuity
- Talent retention and acquisition
- Greater flexibility to meet changing demands
- Simple, fast, effortless expansion into new markets and languages

- Globally diverse talent pool
- Proprietary technology and highly secure environment
- Advanced, video-and-AI-enabled network designed to optimize employee performance
- A proven, industry-leading model for hiring, managing, and optimizing remote teams
- Dispersed teams managed from a centralized Cloud Campus Hub

Recognized by industry experts

Teleperformance Cloud Campus was a proactively-built solution that integrates the most innovative technologies with a remote hiring engine and end-to-end security measures.

Everest Group Work at Home Agent (WAHA) Customer Experience Management (CXM) Services PEAK Matrix® Assessment 2021

Source: Everest Group (2021)

What our clients say

wish

"Our results were great. All of this was made possible by the fact we now had access to a geographically dispersed workforce that allowed us to hire the best talent possible."

Learn more

- **63%** reduction in recruiting time
- **1.2%** increase in agent satisfaction
- Decrease in absenteeism handle time (AHT)

GRUBHUB

"Cloud Campus formalizes the work-at-home model and uses innovation to take it to the next level."

Learn more

- **50%** reduction in attrition
- **6.5%** increase in CSAT
- **20%** reduction in call average handle time (AHT)

The proof is in the numbers

850+
Cloud Campus clients

25%
increase in global client satisfaction global

55%
of our clients have adopted Cloud Campus long term