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Who plays the most important role in Security & Fraud Prevention?

Brent Welch, Global COO

Read the theme of our Security Culture below . . . guess what the MOST important word is? (hint: it's just one letter)



"I play a vital role to ensure the integrity and security of both data and facilities."

We EACH play a VITAL role in securing our Customers' data and our facilities.

Do you know why that is?

We are teaching, building tools and requirements, but now everyone has got to come to the table, 100% on board & executing our Global Essential Security Policies!

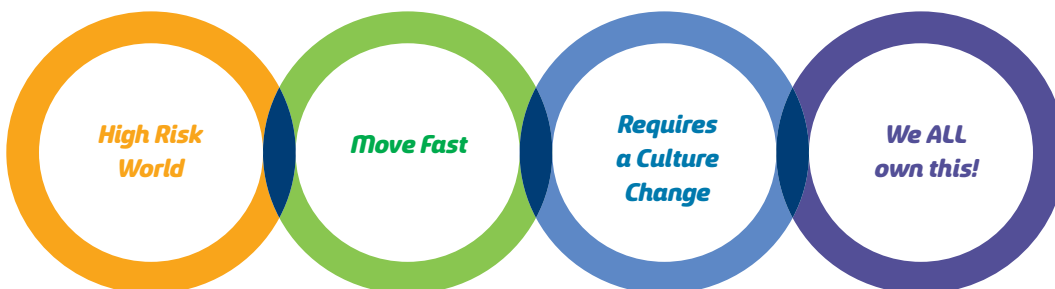
The world has changed around us and it is absolutely critical that we adapt and evolve. And, there is no "magic wand" that we can wave. Every one of us needs to come to work each day with the discipline and unwavering commitment to protecting our Client, their Customer's data, our facilities . . . and ourselves!

"I'm asking you to really take ownership to ensure the integrity and security of both data & facilities."

Protecting our data and facilities is not a "one-and-done" prospect.

Security isn't an "initiative" or a "special-project," it's a way of LIFE and we must live our Culture of Security. We must be thinking, checking & observing all the time. And we must be ready for the emergencies and how to react . . .

I'd compare it to the way pilots are trained. They're trained for the emergency: What will you do if you're low on fuel? How will you react if an engine fails? What if you're lost? They train and train so that if/when the emergency happens, pilots won't have to think about it – they'll know exactly what to do, because they've practiced.





continued...

We, too, need to keep practicing. The kind of “emergencies” that we need to be prepared for when it comes to Security might be:

- Someone tries to “piggy-back” into our facility with one of our Employees who has an authorized facility control badge – our Employees need to know what to say & do in order to protect our facility (Direct the visitor to Reception/Security to check in properly with their host; or, if an Employee has misplaced their badge, ensure they find their way to Security to obtain a temporary badge)
- Someone may try to phish information from our Employees – role play with our Agents, Sups, QA, Training, etc. to ensure they know what to do if they have someone contact them who may be phishing for Consumer information (always follow the account authorization steps with customers, even if they say it's an emergency)

- An Agent forgets his/her password and asks to use another Agent's password – role play to ensure they know to direct the Agent to their Supervisor to fix the issue.
- We need to be sure that all of our Employees know the part they play in executing every one of the 14 GESPs (Global Essential Security Policies)! If you haven't made the time to train your People, do it TODAY!



Remember, the world has changed. The technology of today has made it easier to “steal” data. We must be observant and safe-guard our collective livelihood! Join me in embracing & executing the 14 GESPs. And, if you aren't sure where to find them, go to My.Teleperformance and look for the new GESP tool on the home page.

Brent Welch, Global COO



Penetration Testing Service

A penetration test is proactively identifying the vulnerabilities of server, network and application resources that can be exploited by attackers. The ultimate goal of the penetration tester is to provide recommendations to fix the weaknesses he finds in our network and application infrastructure to defend it from possible intrusion, both from inside and outside the network.

From a business perspective, penetration testing prevents our company from financial loss, legal liability due to breach and ensures higher levels of business continuity. It also minimizes data security incidents that could compromise our company's reputation.

Teleperformance Group provides a penetration testing service for Teleperformance subsidiaries across the globe. Using third party vendors costs thousands of dollars depending on the number of devices and applications to be tested. But as this is a value-added service offered by Teleperformance Group, the service can be offered for a minimal fee, which is considerably less than the service of third party vendors. Most subsidiaries utilizing the service had savings in excess of \$3,000 USD.



For more information, please see Procedure 244 in Teleperformance Policy Viewer.

To request and schedule for a penetration test, please create a Service Desk ticket or email me at romatherese.badiola@teleperformance.com



Check Our New White Paper: Health Insurance

We are glad to share with you our 2015 updated credentials. Last year, we integrated channels, insights and solutions to promote the best possible interaction worldwide; and, we had a great evolution in our numbers. We welcomed 33,000 more people to our family since the beginning of 2014, reaching 182,000 worldwide employees. Now, we serve 10 more markets and operate in 75 languages (+12 YOY). Our revenue also grew: \$ 3.7 Bn versus \$ 3.2 Bn last year.

We have also included some new information to this year's presentation: the amazing number of interactions we were responsible for by type, how our clients are the best Global brands according to Interbrand's and how the market has recognized us.

White Paper

Health Insurance Customers Are Ready to Chat



Talent Management

E-Learning Team

Sales is arguably the most important function of a business, yet it one of the most difficult areas to master and manage successfully. Our ability to offer or sell our solutions to clients, and deliver on those solutions through our operations is a key factor in our success. To help marketing and sales professionals throughout our company and to empower all levels of management to successfully manage the sales process with key clients, we have a selection of online courses available this Q2 (April – June). These courses include: Sales foundations, Solution Selling, Sales Negotiations and a simulation course on Effective Sales Coaching. To learn about these trainings and more, visit us at <https://elearning.teleperformance.com/>

Email Etiquette: April Tips



Ladies and Gentlemen, if you are using your smart phone to make a call, you are a "has been"... Picking up a phone to call someone is "totally dinosaur", so if you want to be a cool person you text or send messages – anytime and from anywhere.

Whether we like it or not, the world is changing, people are changing. With smart phones and the pace in which we manage business today, we now send and receive hundreds of emails every day... it is not slowing down and we do not always know how to use emails appropriately.

We will in the next editions share some effective Email etiquette rules (from career coach Barbara Pachter's book "The Essentials Of Business Etiquette) to help us all be much more efficient in our day-to-day email management.

April Tips – Include a clear, direct subject line – Examples of a good subject line include "Meeting date changed," "Quick question about your presentation," or "Suggestions for the proposal." "People often decide whether to open an email based on the subject line," Pachter says. "Choose one that lets readers know you are addressing their concerns or business issues."





TP University: "Advice from the Dean"

Yes, as a manager, your primary responsibility is to achieve the financial and operational KPIs, but that is not the end of the story.

The other fundamental responsibility of a manager is to mentor her people. In other words, to increase their professional value. Hopefully this enhanced human value will be used at Teleperformance, but even if that is not the case, it would be a benefit to the individual person and to society.

Just imagine if Teleperformance became widely known as "the place to enhance your professional value."

I see this often. In the same building where we have our office, other important companies such as Microsoft and Johnson Controls are located. Often I meet managers from those companies that seem mildly familiar. I start a conversation and yes, they began as agents in Teleperformance and now they are very successful professionals.

Creating jobs is part of our corporate social responsibility, but enhancing the professional value of those same persons multiplies our positive impact in society at large.



Our Value: RESPECT

In February we asked you "Are you walking the talk?" when focusing on Integrity. In this month's issue the focus is on Respect and "I treat others with kindness and empathy" Here is a question for you:

When was the last time you showed an agent your respect for the job (one of the toughest) (s)he is doing?

Or, when was the last time you read our code of meetings before starting the meeting?

Respect is something we all need in our workplace, so we can put passion in everything we do, and with the people we work with.

Respect derives from the Latin "respicere" and means "looking back" or "paying attention to." So on one side it can be interpreted as "the ability to consider what has been stated and admitted in the past, and to draw the consequences in the present, to comply with the rules." Or it can be interpreted as taking care of, appreciating or considering something/someone.

In fact, they go hand in hand. At the end of the day, if you want to appreciate, consider and take care of someone, you need to comply with the rules, written and unwritten.



Earth | Respect
I treat others with kindness and empathy





CCMS Changes for April:

Time Clock Records and Idle Console Events are now Labor Events

You might have noticed a recent change in the reporting of Time Clock and Idle Console records, based on a series of updates in progress for CCMS. Here is a look at what's happening, and how you will be affected.

The Basics

Frasier Crane 27003

Labor Events

Current mode

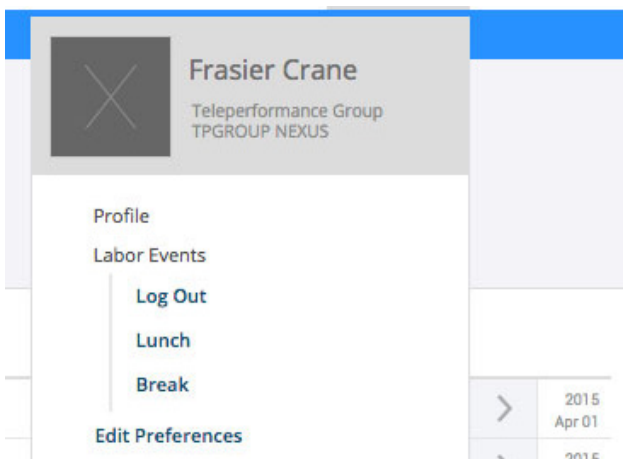
Status Logged In

Labor Events are time-related data, so records from when you login or log out of time clock, or when you request breaks and lunches using Idle Console will now be grouped under Labor Events.

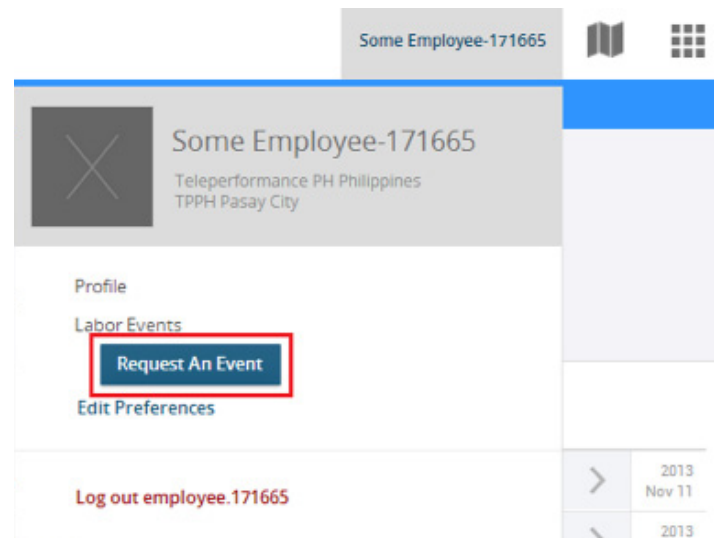
You will see additional Time Clock and Idle Console references replaced with Labor Events released this week and in later releases. Other slight navigation changes for features will occur, and are highlighted in attached documentation. Keep in mind, that the majority of functionality related to Time Clock and Idle Console is identical to before, only the names of the features have changed to Labor Events.

What Will I See Now?

In today's release, Time Clock users will see Labor Events when they click on the Profile Menu (the menu on the left labeled with your name), instead of Time Clock. All of the same options to change modes are available, but they are now called Labor Events in CCMS. Documentation for this is available on CCMSdot.



Idle Console users (typically those who work in contact center operations and are requesting time away from phone calls or other client-facing work) will visit the profile menu and see Labor Events, instead of Employee Labor Console. Now "Request Labor Event" is available directly from the Profile menu. Find the related documentation on CCMSdot.



Also, two mode types for have been renamed - Away will now be referred to as "in progress", and "returned" will now show as "completed".

For Managers Of Employees Who Use Labor Events (Formerly Time Clock Or Idle Console)

You can now manage employee time records directly within their profile, instead of using Time Clock Manager or Queue: Idle Console/Labor Console. Under the "Time" section of the employee's profile, users with appropriate permissions can end Labor Events or enter Labor Event requests.

What's Coming Next?

In an upcoming release, the Time Clock Manager and Queue: Idle Console/Labor Events will merge, providing one solution to manage intraday time requests. Individual Labor Events issues can also be handled within the Profile under the Time section.

For questions about Labor Events, contact your Enterprise Services Manager.



Is Client Satisfaction an Optical Solution and is the Client always right?

The phrase “The customer is always right” was originally created in 1909 by Harry Gordon Selfridge, the founder of Selfridge’s department store in London.

It is typically used by businesses to convince customers that they will get good service at this company and convince employees to give customers good service. Marshall Field used slogans such as “Give the lady what she wants” in his Chicago department store. As much as some may love this statement, we are not sure it is good for anyone at the end of the day...

So is the customer always right? Let’s look at 2 examples:

The Consumers – when they’re having an issue, they usually only know the symptoms and what they are experiencing. So, if they call in with a technical issue, even if they believe they have it identified, don’t stop with just “giving them what they asked for.” You still need to take your trouble-shooting steps – don’t be satisfied with just giving them what they asked for.

The Client – we are typically closer to the Client’s business than the Client is and it’s our responsibility to fully deliver. Take an example of their business rules or tools; they aren’t always updated as regularly as they need to be. That’s because what once worked well, may not fully work today. It’s our job to offer innovative solutions and professional recommendations . . .

Having said that, we also need to remember that it is all about perception.

It is well known, that we only see 10% of the iceberg. “We are like water skimmers on the water surface. We can look in all directions but down. Yet under water there is a whole different world that we are not able to perceive” (Ruslan H.).

The bad news is, that believing in the things you see, even if you manage to look down, under water, is making a big mistake.

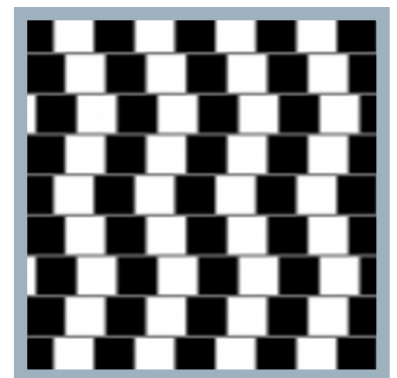
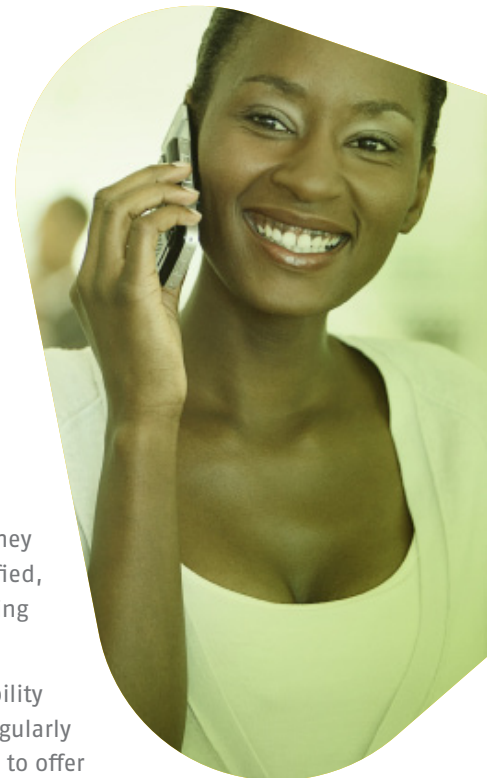
Take a look at this optical illusion. Although the bars are parallel they seem to be sloped...

You need to dig deep into the client perception to understand the root cause. And this is not something you do overnight!!

That is why our yearly K.SAT (Key Client Satisfaction Survey) is not an ad hoc “thing” that takes place in September with following action plans.

K.SAT should be a continuous process and an ongoing DIALOG with our clients, to make sure we are not in an optical illusion.

So reach out to your clients now, exchange with them, ask how they feel, and if you have ticked the box ‘Action 100% completed’, make sure your client agrees!



Teleperformance

Transforming Passion into Excellence



Observer Version 4.3 is Now Available!

Observer v4.3 with server side recording and camera/desktop view media relay is now ready for your use at your subsidiary!

For assistance in upgrading your local instances of Observer or to start the implementation and training process, reach out to the Observer Team by sending email to TPObserverTeam@teleperformance.com.

Features

Server side Recording (Camera/Desktop Recording)

With this major enhancement, subsidiaries can have full control and management capabilities of all recorded files. The files remain in a safer environment and the application now has the ability to both record and playback recorded files.

Camera/Desktop View Media Relay

Viewing video playback is more efficient in this version, using a more advanced technology.

Pagination of Results

Display of the results of reports in the web applicatoin is included.

Improved Session Expirations

The session expiry time of the web application was modified to ask the user to continue a session.

Mask Sensitive RegEx Information

Administrators have the ability to mask sensitive information for RegEx features. Likewise the have the option to disable the feature to allow digital recording for the same sensitive RegEx information.

RegEx Character Counter

A character counter was added for the definition of RegEx. Observer users can now see information while an agent is typing and can see how many characters are still missing to finish defining the RegEx.

Server Requirements:

A minimum of 3 servers are required to bring the Teleperformance Observer Infrastructure online. Each server can be virtualized to minimize hardware, power, and space consumption.

Database Server

A typical Database Server installation would be installed with the following characteristics:

- OS: Windows 2008 Server R2
- Software: MS SQL Server 2008 (SQL Express 2008 R2 Minimum)
- CPU: 2.33 GHz – Dual Processor or equivalent
- Memory: 4 Gb Minimum
- Disk space: 20 Gb (including Operating System)

Application Server

A typical Application Server installation would be installed with the following characteristics:

- OS: Windows 2008 Server R2
- Software: .NET Framework 2.0, 3.5, 4.0, 4.5
- CPU: 2.33 GHz – Dual Processor or equivalent
- Memory: 4 Gb Minimum
- Disk space: 20 Gb (including Operating System)

Web Front-end Application Server

A typical Web Front-end Application Server installation would be installed with the following characteristics:

- OS: Windows 2008 Server R2
- Software: .NET Framework 2.0, 3.5, 4.0, 4.5, IIS 7+, PHP 5.2.x
- CPU: 2.33 GHz – Dual Processor or equivalent
- Memory: 4 Gb Minimum
- Disk space: 20 Gb (including Operating System)

NOTE: Database, Application, and Web Front-end servers can be shared with other TP Tool implementations. Teleperformance Desktop prerequisites typically meet the requirements and the components can be installed on existing servers previously deployed to support Teleperformance Desktop.



Site Visits

"To me, job titles don't matter. Everyone is in sales. It's the only way we stay in business." – Harvey Mackay

"Every sale has five basic obstacles: no need, no money, no hurry, no desire, no trust." – Zig Ziglar

Teleperformance continues to conquer the world through its effective sales generation team under the direction of Alan Truitt. His sales engine consists of many professionals around the world with focus on getting new business from the Fortune 1000 and the Global 500.

The sales cycle for business process providers is a long and complex one. It usually starts with prospecting and building

relationships with key decision makers. Once opportunities are identified, face to face meetings and site visits are arranged and pricing is evaluated before these decision makers choose an outsourced provider.

Site visits are typically referred to internally as the dog-and-pony show but it is a very critical step in the sales process. Top management and select department representatives host prospective clients in the boardroom to provide an overview of Teleperformance's capabilities, tour our facilities, show the prospect where their program would be housed and meet their management team. Some prospects also request focus group discussions with supervisors or agents and the support teams to get a feel of how things work at the ground level.

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PARIS, April 20, 2015

Teleperformance, the global leader in outsourced multichannel customer experience management



News Around the Globe

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