

IMPIRA TECH

CONTACT CENTRE READINESS SOLUTIONS FOR BPO EMPLOYERS

Impira Academy

Pre-hire, new-hire, and academy solutions for BPO employers

Structured training, coached practice, AI-powered simulation, and supervised live exposure for entry-level contact centre talent.

Impira helps employers reduce readiness risk through more practical preparation before agents go live.

Contact Centre Readiness Partner

AI-Powered Simulation

Pre-Hire & New-Hire Models

South Africa

Developed with CGES | Group Ecosystem Services and CBO Experience · Campus-based infrastructure support from the College of Cape Town – Gardens Campus (BPO Training Centre).



The Business Problem

Entry-level hiring becomes expensive when agents are not floor-ready

20,518

International-Servicing Jobs Created

Added to the BPO / GBS sector in 2024

500K

Cumulative Job Target

International-servicing jobs targeted by 2030

55%

Attrition Rate

Recorded in the Western Cape in 2024

50–60%

Early Productivity Range

Typical productivity level in first three active months

South Africa's BPO and GBS sector continues to grow at a meaningful pace. The sector created 20,518 international-servicing jobs in 2024 alone, against a target of 500,000 cumulative international-servicing jobs by 2030. The wider BPO sector employs approximately 270,000 people nationally. The opportunity for growth is clear. The challenge is readiness.

Many entry-level hires still reach live operations without sufficient preparation in the areas that matter most under floor conditions. Customer handling under pressure, systems accuracy, note quality, compliance handling, call control, and pace and workflow discipline are all skills that classroom time alone rarely develops to the standard employers need on day one.

These pressures create avoidable business costs: extended ramp-up time, increased supervisor load, QA inconsistency in early weeks, elevated early-stage attrition, and the expense of hiring and retraining cycles that repeat without structural change. The issue is not only related to recruitment volume, but how quickly new or prospective agents can become stable under live conditions.



Research suggests that the readiness gap is operational, not motivational. Most entry-level hires are willing to perform. The gap is in structured preparation, repeated practice, and measurable readiness before live deployment.

Why Conventional Training Falls Short

Classroom training does not fully prepare agents for live conditions

Typical classroom-based contact centre training runs for two to six weeks. That time can cover product knowledge, scripts, and basic process flow and provides a foundation for the learner. What it does not consistently provide is enough repetitions under realistic pressure, sufficient scenario range, consistent and measurable assessment, or supervised application before live deployment begins.

Classroom-Only Training

- Product knowledge and scripted responses
- Basic process orientation
- Limited repetitions under pressure
- Narrow scenario range
- Inconsistent assessment standards
- Readiness assumed, not measured
- Live deployment treated as the test

Readiness-Led Training Model

- Structured curriculum linked to operational realities
- Coached practice with facilitator feedback
- High-volume scenario repetitions
- Wider call-type and pressure coverage
- Consistent readiness scoring across cohorts
- Readiness evidenced before live deployment
- Supervised live exposure as the final step

This is where the readiness gap opens. Agents may understand the process in theory and, may be able to describe compliance steps or recall scripted responses. But when they face a live customer who is frustrated (or fraudulent), or when they have to navigate multiple systems at speed while capturing accurate notes and maintaining professional composure, theoretical knowledge is not enough. The skills that matter most on the floor are built through repeated, structured practice.

- ❏ What employers need is a more practical readiness model, one that combines structured learning, repeated scenario practice, measurable coaching, and supervised live exposure before agents are counted as floor-ready. Building that model systematically, and at scale, is the problem Impira is designed to address.

How the Impira Method Works

A four-part approach to building contact centre readiness before and during deployment

Impira uses a four-part method to build readiness more practically before or during deployment. Each part addresses a gap that classroom-only training often leaves open. Together, they create a more measurable and operationally relevant preparation model.



Structured Curriculum

Builds the core behaviours and capabilities employers expect: communication and call handling, systems discipline and typing accuracy, note quality and CRM hygiene, compliance and customer protection, and pressure handling and professionalism.



Coached Practice

Learners and new hires work through structured repetitions with facilitator support, correction, and targeted feedback.

Coaching is built into the process, not an optional add-on for agents who fall behind.



AI-Powered Simulation

AI simulation increases the volume of practice repetitions available before live deployment, widens scenario coverage across different call types, supports more consistent scoring across cohorts, and provides better readiness visibility before agents take real calls.



Supervised Live Exposure

Where applicable, learners apply their preparation under supervised live conditions. Readiness is tested in practice and evidenced, not assumed because classroom hours have been completed.

- ❏ **On the Impira AI simulation:** AI is not the product. It is the mechanism that allows more practice, more scenario depth, and more measurable readiness without depending entirely on facilitator-led role-play for every repetition.

It increases practice volume and scenario coverage, allowing us to scale, without replacing coaching or supervised live exposure.

Solution 1: Impira FastTrack

A readiness bootcamp for newly hired agents before live deployment

Impira FastTrack is designed for employers who have already hired agents but need them to become stable more quickly once onboarding begins. It focuses on the period between hiring and live floor performance, where weak preparation often creates avoidable cost, supervision load, and QA risk.

Best For

- BPO operators
- In-house contact centres
- Operations and training teams onboarding new cohorts
- Employers experiencing slow ramp-up or weak first-week performance

What It Helps Solve

- Slow ramp-up to stable productivity
- Weak first-call confidence
- Inconsistent QA in early deployment weeks
- Excessive supervisor time spent correcting preventable errors
- Low readiness before agents go live

What It Includes

- Structured readiness curriculum
- Coached scenario practice
- AI-powered simulation for repeated practice and scenario coverage
- Readiness scoring across the cohort
- Support for note quality, call control, compliance, and systems accuracy
- Optional nesting or deployment support framework

How it is typically used

A short-format readiness bootcamp that helps new hires arrive better prepared before they enter live operations. FastTrack is designed to fit into an employer's existing onboarding cycle without requiring a full redesign of training delivery.

Solution 2: Impira Talent Pipeline

A pre-hire readiness pathway for entry-level contact centre hiring

Impira Talent Pipeline is designed for employers who want access to better-prepared entry-level candidates before hiring decisions are finalised. Instead of discovering readiness gaps after hiring, employers use a structured model to assess and develop candidates earlier in the process. This reduces avoidable bad hires and lowers the remediation burden after onboarding.

This model is most useful where entry-level hiring quality is inconsistent, assessment outcomes are weak, or teams are repeatedly correcting basic readiness gaps after onboarding. It gives employers performance evidence against defined standards before candidates move into full operational exposure.

Best For

- Talent acquisition teams
- Operations leaders managing entry-level hiring quality
- Employers with weak or inconsistent pre-hire pipelines
- Organisations that carry repeated remediation cost after hiring

What It Helps Solve

- Poor candidate readiness at point of hire
- Low assessment pass quality
- Expensive bad hires and replacement cycles
- Too much post-hire remediation before floor deployment
- Limited evidence of floor readiness before deployment decisions

What It Includes

- Pre-hire training pathway
- Coached development across core readiness areas
- AI-simulated call practice for volume and scenario range
- Readiness benchmarking against defined standards
- Performance evidence available to employer at completion
- Optional supervised exposure model where operationally relevant



How it is typically used

A pre-hire readiness model that helps employers reduce avoidable risk before candidates enter full deployment. The Talent Pipeline can be used as a standalone hiring support solution or integrated into a broader talent acquisition process.

Solution 3: Impira Academy Partnership

A custom cohort model for employers building a longer-term readiness pipeline

Impira Academy Partnership is designed for employers who want a more structured cohort model over a longer time horizon. It is suited to organisations building a repeatable readiness pipeline, or looking to align training delivery with workforce development and skills development objectives.

Best For

- Employers building medium-term contact centre talent pipelines
- Transformation or skills development leads
- Organisations exploring custom or structured training pathways
- HR and L&D teams looking to move beyond ad-hoc onboarding

What It Can Include

- Employer-aligned cohort design
- Custom training pathway development
- Simulation-led practice integrated across the programme
- Delivery support and facilitation
- Reporting and readiness tracking
- Integration into broader workforce development structures where appropriate

Funding and Compliance Note

South African employers with payroll above the threshold pay the Skills Development Levy. Employers who submit the required plans and reports can reclaim the mandatory grant. Additional SETA discretionary funding may be available for approved programmes, but this is competitive and not guaranteed.

Section 12H and B-BBEE Skills Development treatment may significantly improve the commercial case for qualifying delivery models, but this depends on programme structure, employer setup, and compliance requirements.

These matters should be assessed case by case. The funding and compliance position will depend on programme structure, employer setup, and registration requirements.

- ❏ **Supporting Credibility:** Impira's delivery model is developed with industry and delivery partners, including **CGES | Group Ecosystem Services** and **CBO Experience**, with campus-based infrastructure support from the **College of Cape Town**. This strengthens industry relevance, live-operating context, delivery infrastructure, and supervised exposure realism.

Why Employers Work with Impira

A practical contact centre readiness partner

Impira is built around one practical objective: helping employers reduce readiness risk before poor preparation starts affecting live operations. The model combines structured training, AI-powered simulation, and industry-relevant delivery pathways for pre-hire and new-hire engagement.

Curriculum Linked to Operational Realities

Built around the specific behaviours contact centres need, not generic soft skills or repurposed hospitality content.

More Practice Before Live Deployment

AI simulation increases practice volume and scenario coverage without requiring facilitator presence for every repetition.

Consistent Readiness Scoring

Readiness is measured across cohorts, giving employers visibility before deployment decisions are made.

Pre-Hire and New-Hire Pathways

Flexible models that fit into existing hiring and onboarding cycles, rather than requiring employers to restructure their operations around the training.

Industry-Shaped Delivery Model

Developed with CGES | Group Ecosystem Services and CBO Experience · Campus-based infrastructure support from the College of Cape Town – Gardens Campus (BPO Training Centre).

Start a Conversation

A first conversation with Impira can identify where readiness gaps are showing up in your hiring or onboarding process, which solution is most relevant, and what a pilot or partnership structure could look like in your environment.

Book a Scoping Call

Discuss your current hiring or onboarding challenges and where a readiness solution could fit.

Request a Pilot Design Session

Explore a structured pilot aligned to your hiring cycle, team structure, and operational needs.

Request Partnership Information

Discuss longer-term academy or cohort models, including relevant funding and compliance considerations.

To start the conversation, email info@impiratech.com or visit impiratech.com

Prepared by Impira Academy · Contact Centre Readiness Solutions · South Africa