

A call center environment with several agents wearing headsets working at computers. The ZIMWORX logo is overlaid in white with a blue swoosh on the 'X'.

ZIMWORX

HIRING AND INTEGRATION
PROCESS



STEP 1

Go to ZimWorx.com and schedule a discovery call with one of our Client Solutions Specialists. This is a 15 to 20 minute phone call or video meeting to explain our process, fee schedule, and answer any questions you may have about your future team member.

STEP 2

We send you five short questions to help us better understand your specific needs. This will assist us to narrow down from our list of qualified team members.



STEP 3

During the discovery call, we will discuss a convenient time for you to conduct a video interview with two to three candidates that will best fit your requirements.

The interviews are conducted back-to-back, and you should allow 20 minutes per interview. In one hour, we can be thorough with three candidates.

STEP 4

Select your new Team Member from the interviews, this may be difficult as they are all highly qualified.



STEP 5

No long-term contracts!

Our partnership agreement is sent for signature.

Once signed off, we can integrate your new team member in as few as 3-5 days.

STEP 6

Your integration call is organized with your primary contact, both IT teams, and your new Client Success Manager from our center.

STEP 7

Final onboarding “meet and greet” is held where we discuss all expectations, reporting formats, and finalize all details for our partnership.

Your new team member is now ready for success with you and your team.



The background of the image is a faded, aerial view of a city skyline with various buildings and streets. At the bottom of the image, there is a decorative horizontal border with a repeating geometric pattern in shades of blue and white. The text 'ZIMWORX.com' is centered in the middle of the image.

ZIMWORX.com