



BPO BULLHORN

Straight talk. Smart insight. No bull.

Thursday, March 5, 2026

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Hello there

From **cost pressure testing resilience to inclusive language**, we've been spotlighting what's been stirring the herd. We'd love to get your take:

- What's one change **cost pressure** is already driving?
- "Agent mentality" and "bums on seats" - **[what language will you stop using?](#)**
- Where is your time actually going right now? **[Add your poll vote.](#)**

Next week: where's cost biting now - add your take on Tuesday.

This week:

- 3,000-Seat BPO Hub Planned as Ethiopia Targets Global Outsourcing
- 100,000 Bangladesh BPO Jobs at Risk as Sector Loses Global Edge
- Costa Rica Prepares Policy Shift for Global Services

Let's get moo-ving! 📣🐮

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Editorial Team

Industry News

→ Ethiopia Plans 3,000-Seat BPO Hub to Attract Foreign Investment

Officials from Ethiopian Investment Holdings say a [new outsourcing facility](#) with 3,000 seats is being developed to attract international service providers and foreign investment. The project is part of the country's strategy to expand export-oriented digital services and create new employment opportunities. Authorities say the initiative supports efforts to position Ethiopia as a competitive outsourcing destination.

→ Bangladesh BPO Sector Employs 100,000 but Faces Global Competition

Bangladesh's call center and outsourcing sector [employs about 100,000](#) workers, according to the Bangladesh Association of Contact Center and Outsourcing (BACCO). Industry leaders say regulatory delays, infrastructure constraints, and limited international market access are slowing growth. BACCO says these challenges are making it harder for Bangladesh to compete with established outsourcing hubs in Asia.

→ Costa Rica Signals Policy Changes for Global Services Sector

President-elect Laura Fernández has identified outsourcing and digital services as [priority industries](#) for Costa Rica's next administration. Her government is preparing policy measures to strengthen the country's competitiveness as a regional delivery location. Officials say the changes are intended to support the global services sector as it competes with other Latin American outsourcing destinations.

Technology

→ Gartner Warns AI Customer Service May Surpass Offshore Costs

Gartner estimates [AI customer service interactions could cost more](#) than \$3 per resolution by 2030, potentially exceeding the cost of offshore human agents. The firm says companies often underestimate infrastructure, governance, and operational costs required to deploy AI at scale. Gartner

analysts warn that implementation and management costs can offset expected savings from automation.

Employee Engagement

→ **UK Youth Unemployment Reaches 16% as Job Market Weakens**

The Office for Budget Responsibility expects [UK unemployment to reach 5.3%](#) in 2026, up from a previous forecast of 4.9%. Youth unemployment among people aged 16 to 24 is about 16%, close to an 11-year high. The figures highlight growing pressure in the labor market as more young people struggle to enter employment.

Media Field Guide

Video

The End of Work: Vinod Khosla's Bold AI Prediction - [YouTube](#)

Venture capitalist Vinod Khosla, founder of Khosla Ventures and early investor in OpenAI, DoorDash, Instacart, and Square, discusses his view that artificial intelligence could eventually perform up to 80% of human labor. Speaking with Fortune Editor-in-Chief Alyson Shontell, he outlines how AI may reshape work, what policymakers should address for a more equitable economy, and how the United States can remain competitive in the global AI race.

Why watch: a perspective from a leading technology investor on how AI could reshape labor markets, policy priorities, and the future of work.

Podcast

In the Know - [Spotify](#)

Craig Gibson, Chief Client Officer at Concentrix (NASDAQ: CNXC), discusses the integration of Webhelp following the merger and how the company is strengthening client relationships across global markets. Drawing on more than 25 years in the CX and business services industry, Gibson reflects on his leadership journey through roles at Ernst & Young, NTT Data, and Webhelp,

and how the combined organization at Concentrix is approaching growth and client value creation in the BPO sector.

Why listen: insight into how one of the largest CX providers is integrating operations and managing client relationships after a major industry merger.

Books

A Leader Worth Following | Benjamin Granger - [Amazon](#)

Dr. Benjamin Granger, Chief Workplace Psychologist at Qualtrics, presents a leadership framework grounded in experience management and research in human psychology. The book explores how communication, empathy, listening, and emotional intelligence shape leadership effectiveness and influence team performance during periods of rapid change.

Why read: practical insights on how leaders can build trust, strengthen influence, and create stronger workplace experiences for their teams.

What media would you like to see more of? **Hit reply** and let us know. We'll give you a shoutout if we include it.

[Continue the conversation](#)

Resource Rodeo 🤠

Featuring NEW releases:

CallMiner UK CX Landscape Report 2025

Survey of 700 CX and contact center leaders, conducted with Vanson Bourne, examining how organizations are adopting AI, managing CX data, and governing customer insights across operations. The report highlights gaps between AI deployment and data governance, and where CX teams face challenges aligning insights across departments and decision-making functions - [Download](#)

Also spotted:

- Genesis GBS 2026 East & Central Africa GBS Benchmarking & Market Report - [Download](#)
- KPMG 2026 Global Third-Party Risk Management Survey - [Download](#)
- Peopleware's State of WFM Report 2026 - [Download](#)
- EY Union Budget 2026-27 Highlights - [Download](#)

Toro's Timetable

March

10 - [Enterprise Connect](#) | Las Vegas, NV

18 - [CCW Digital](#) | Sydney, AU

25 - [4th BPO Confex & Awards 2026](#) | Bengaluru, India

April

21 - [Customer Service & Experience West 2026](#) | San Diego, CA

The Tail End

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Thanks for reading. See you next Thursday.

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