



BPO BULLHORN

Straight talk. Smart insight. No bull.

Thursday, November 6, 2025

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Hello there

The countdown is on. CX budgets are tightening again, and we're tracking where leaders will invest next. We're running a LinkedIn poll to find out which areas CX teams plan to protect in 2026. Join the debate [here](#) and cast your vote before results go live on November 20.

This week:

- TP cuts forecast amid government delays
- Malaysia logs 749 new GBS companies in four years
- Jamaica BPO maintains operations through Hurricane Melissa

PLUS next week *The Bullhorn 10*, the top trends that moved the last quarter, is out.

Let's get moo-ving! 🐮📣

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Editorial Team

Bullseye: The Essentials 🎯

Industry News

→ TP cuts revenue forecast on US government delays

Teleperformance has lowered its 2025 revenue growth forecast to between 1 and 2 percent, down from an earlier target of between 2 and 4 percent. The company's LanguageLine Solutions unit, which provides interpretation services to U.S. government agencies, has been affected by reduced demand and payment delays resulting from the U.S. government shutdown. Deputy CEO Thomas Mackenbrock said services to government institutions have been directly impacted.

→ Malaysia's GBS sector reaches RM 9.87 billion

Malaysia's Global Business Services sector has grown to RM 9.87 billion (U.S. \$2.35 billion), expanding at 6.2 percent annually, according to The Sun Malaysia. Over the past four years, 749 GBS companies have been established, representing a 66.8 percent increase since 2022. Total sector investments have risen thirteenfold since 2021.

→ Montego Bay, Jamaica, centers maintain operations after Category 5 storm

Contact centres in Jamaica's Montego Bay Free Zone kept running with minimal downtime after Hurricane Melissa struck as a Category 5 storm. The Port Authority of Jamaica deployed business continuity plans before landfall, protecting equipment and infrastructure. Wayne Sinclair, president of the Global Services Association of Jamaica, described the disruption as "just a little blip," crediting strong preparation for limited service interruptions.

Insights

→ Indian workers report the highest pay satisfaction globally

Indian employees rank first worldwide for pay satisfaction, according to the ADP Research Institute's People at Work 2024 survey covering 18 countries. About 73 percent of Indian workers say their pay is fair, up from 49 percent in 2023. Separately, the Deel 2025 Compensation Report found that median salaries for men and women in India are nearly equal, ranging from

U.S. \$13,000 to U.S. \$23,000 annually, placing India among countries with the smallest gender pay gaps.

Customer Experience

→ Outdated outsourcing partners drain client revenue

CX Today reports that [customer experience firm Transcom says many businesses lose millions](#) because outsourcing partners stop improving after contracts are signed. In one case, a global technology company lost about U.S. \$2.4 million annually through inefficient processes. After Transcom redesigned the workflow, the error rate dropped to 3 percent within months. Chief Growth Officer Jeff Blair and industry expert Ericka Heligman said too many providers become complacent, leaving clients with outdated systems.

→ Contact centers warned against cutting agent recovery time

Research by ContactBabel analyst Steve Morrell shows that [agents need time between calls to decompress after difficult conversations](#), highlighted by No Jitter. Time between calls in U.S. contact centers has dropped to about 10 percent, down from 14 to 15 percent historically. Morrell warns that cutting this recovery time further creates conditions for burnout, especially since remote agents can't easily seek supervisor support after tough calls. He says AI tools should reduce busy work during calls rather than eliminate break time between them.

Media Field Guide

Video

Gen Z Employment Pessimism – [YouTube](#)

BBC Special Correspondent Katty Kay sits down with LinkedIn's Aneesh Raman to unpack new data showing that Gen Z workers are increasingly pessimistic about their employment prospects. The discussion explores why entry-level roles are harder to land, how shifting workplace expectations are reshaping career paths, and what younger workers are asking for from employers.

Why watch: a sharp, data-driven view of the challenges facing Gen Z in the job market and what companies can learn about attracting and supporting early-career talent.

Podcast

Punk CX Podcast – [Spotify](#)

Miranda Collard joins host Adrian Swinscoe to trace her journey from being employee number 27 at TP to becoming CEO of the Americas. She shares how staying close to the frontline, even still taking customer calls, shapes her leadership philosophy.

Why listen: a candid conversation about the human side of digital transformation with practical, people-first lessons from a leader driving AI adoption at scale.

Books

Leadership in the Middle: Thriving, Inspiring and Leading Where It Matters

Most – [Amazon](#)

Jimmy Warr Mize shines a spotlight on one of the most overlooked roles in business: middle management. Drawing from personal experience, he shares stories of coaching, balancing egos, managing up and down, and staying grounded amid constant change. The book blends practical tools like prioritization grids and recovery routines with honest reflections on what it takes to lead effectively from the middle.

Why read: a realistic and encouraging guide for anyone navigating the pressures of middle management, filled with frameworks and habits to stay centered, influential, and resilient.

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:

2026 State of the Customer Experience: Learn how brands can cut through digital noise to rebuild trust and loyalty, with insights on why clarity is becoming the new currency in CX – [Download](#)

Are We Really Ready for Autonomous CX?: Discover how over 300 CX leaders are preparing for AI-driven, autonomous experiences, what's holding them back, and what real readiness looks like – [Download](#)

Also spotted:

- Forrester CX Certification – [Download](#)
- People Management in the Age of AI – [Download](#)
- AI creates more problems than it solves – [Download](#)

Toro's Timetable

November

12 – [Digital Customer Experience Summit](#) | Toronto, ON

19 – [Contact Center Expo](#) | London

December

1 – [AWS re:Invent](#) | Las Vegas, NV

9 – [CX World Forum](#) | Riyadh, Saudi Arabia

The Tail End 🐮

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Rowan House North 1 The
Professional Quarter, Shrewsbury
Business Park, Shrewsbury

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