

Case Study: TP

About TP

TP (formerly Teleperformance, rebranded in 2025) is a global leader in customer experience and business process outsourcing, operating across 130 sites worldwide, including four dedicated sites in Romania. ChorusCX's relationship spans five TP entities: TP Greece, TP UK, TP Malaysia, TP Romania, and TP Italy, supporting a multinational organization that positions itself among the top providers in its industry.

Why TP Opted for ChorusCX

TP has partnered with ChorusCX for more than 20 years, making it one of the longest-standing relationships in the ChorusCX portfolio. The partnership began with Infinity, ChorusCX's scripting solution, at a time when TP was using Performer, a legacy platform that has since been discontinued industry-wide, but which TP notes did exactly what they needed at the time.

As a multinational company operating at the top of its industry, TP evaluated the market carefully before choosing ChorusCX, describing it as 'one of the best on the market and remains one of the best we have ever seen.' That confidence has only grown over 15 years of continued use, and it's reflected in how the relationship keeps expanding in scope: TP has signed a new agreement to deploy the MaxContact dialler into its Italy operation, extending ChorusCX beyond scripting to deliver a full CCaaS solution there.



CX Challenges Solved by ChorusCX

Configurable, Multi-Use Deployment

TP relies on ChorusCX for far more than traditional customer service. The platform's versatility allows TP to configure and deploy it across client management, recruiting, and inventory tracking, automating processes once they're in place and adapting the tool to whatever the business needs next.

Secure, Encrypted Communications

Over 20 years, ChorusCX has helped TP solve a long list of communication challenges, including the secure, encrypted delivery of documents and emails. This gives TP the confidence to meet client requirements quickly, whatever they ask for.

Real-Time Data Access

ChorusCX's ability to query the database in real time, on the spot, gives TP's agents immediate access to the information they need mid-call, a capability TP calls out as one of its favorite features of the platform.

ChorusCX Onboarding & Support

TP describes the onboarding process with ChorusCX as consistently patient and attentive. As new tools and features have rolled out over the past 20 years, the ChorusCX team has taken the time to walk TP's team through each addition, supporting smooth adoption across every entity.

That same quality carries through to ongoing support. TP considers the ChorusCX support team an extension of its own organization, describing the relationship as:

"Like a member of our own team that we can always talk openly with."

With more than 1500 users across five TP entities relying on the platform daily, that level of trust and responsiveness has been essential to keeping operations running smoothly.

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Does TP Recommend ChorusCX?

TP has already recommended ChorusCX and continues to describe the partnership as great to work with. Over 20+ years, ChorusCX has helped TP solve a long list of communication and operational challenges, from secure document delivery to configurable, automated workflows, giving TP's teams the tools to deliver on whatever its clients need.

TP credits ChorusCX with giving it an edge over competitors, noting that the platform's flexibility and reliability have directly benefited both its own operations and its clients. TP also points to ChorusCX's in-house development team as a differentiator, one that moves quickly, adapts without getting bogged down in rigid process, and responds to problems with practical fixes rather than lengthy escalation chains. That confidence is reflected in TP's decision to keep expanding the partnership, most recently with the addition of the CCaaS and Dialer components.

Get Started with ChorusCX

Our commitment to understanding the unique challenges facing customers, partners, and resellers is unwavering. Reach out to our team at ChorusCX to learn how we're helping organizations like TP manage their UCaaS and CCaaS platforms at scale, across markets, and across use cases. We're committed to providing world-class solutions in the telco, UCaaS, CCaaS space and more to create exceptional customer experiences and build genuine relationships based on trust. Take advantage of our solutions today by connecting with our team.

Favorite Features



Real-Time Database Querying



Infinity Scripting Tool



Secure Email Capabilities



20+
Years Partnership



1500+
Users



5
TP Entities



CHORUSCX

Ready to Transform Your Business Communications Like TP?

Contact Us

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