

2026 WORKSHEET

Nearshore Cost Calculator Worksheet

Fill in your numbers. Share it with finance.

Mirrors callforce.global/calculator. Designed for printing.

How to Use This Worksheet

Three blocks: your current setup, your nearshore comparison, and the side-by-side total. Print this page, fill it in by hand or in a PDF editor, and circulate to ops and finance before you request quotes. Ranges below are 2026 industry averages for North American customer service and outbound sales programs. Your actual quote will vary based on volume, vertical, and complexity.

Block 1: Your Current Setup

Input	Your Number	Notes
Number of agents	_____	Headcount on this program.
Hours per week per agent	_____	Include scheduled overtime.
Current loaded hourly rate (USD)	\$ _____	Wages + benefits + payroll tax + facilities + tech + management.
Primary use case	_____	Outbound sales, inbound support, VA, lead gen, back office.
Monthly contact volume	_____	Calls, emails, chats combined.
Seasonality multiplier (peak)	_____x	Highest month vs. baseline.

Block 2: Nearshore Reference Rates (2026)

Industry-average nearshore loaded hourly rates for native-English Caribbean and Latin American teams. Use these as a planning baseline; request a real quote for your specific scope.

Use Case	Industry Avg (USD/hr)	What is included
Outbound Sales	\$15-18	Agent + supervision + QA + dialer + facilities.
Inbound Support	\$13-16	Agent + WFM + QA + telephony + facilities.
Virtual Assistant	\$11-14	Dedicated agent + manager + tooling.
Lead Generation	\$14-17	Agent + list management + dialer + QA.
Back Office Processing	\$12-15	Agent + supervision + tooling.

Block 3: Side-by-Side Annual Cost

Use the formula at the bottom of each column. Annual hours per agent assume 52 weeks at the rate you entered above. Adjust if your operation runs differently.

Line Item	Current Setup	Nearshore
Number of agents	_____	_____
Hours per week per agent	_____	_____
Loaded hourly rate (USD)	\$_____	\$_____
Weekly cost per agent (hrs x rate)	\$_____	\$_____
Weekly team cost (agents x weekly cost)	\$_____	\$_____
Monthly cost (weekly x 4.33)	\$_____	\$_____
Annual cost (monthly x 12)	\$_____	\$_____
Estimated annual savings		\$_____

Sanity-Check Before You Share

- Did you use a fully loaded rate on the current side, or just wages? Wages-only comparisons overstate savings.
- Are you comparing equivalent scope? Do not strip QA, supervision, or training out of one side.
- Did you account for transition cost? Allow 6 to 8 weeks of overlap during the cutover.
- Did you build in a contingency? 10 percent on the nearshore total covers volume swings and QA escalations.
- Are you including or excluding seasonal overtime on the current side? Match it on both columns.

Get a Real Quote

Once you have your worksheet filled in, request a custom quote at callforce.global/contact or email info@callforce.global. We respond in 24 hours with a line-item proposal that maps to the categories above. No discovery call, no NDA dance.