



Empowering people to deliver superior CX
through award-winning onboarding,
training and coaching solutions.



With our commitment to improving the associate experience, EXP+™ Empower leverages award-winning learning and development solutions from Sitel Group® to unlock the power of your people, your greatest asset, to deliver superior customer experience (CX). It is a robust approach to onboarding, coaching and training.

Efficient and effective agent learning, training and performance are the foundations of customer engagement and brand loyalty. Our programs enable rapid onboarding, equipping agents with the information needed to make contact resolution more efficient, driving customer satisfaction and making them essential for any successful CX program.

The Skills You Need to Achieve Your Brand Goals

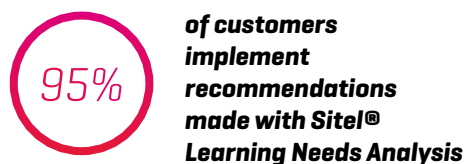
Built upon our proprietary technologies and learning approach, EXP+ Empower equips agents with the right knowledge and skills to exceed customer expectations the first time, every time. From online recruitment and learning analysis, to face-to-face training, immersive virtual reality (VR) experiences and training bots, by leveraging traditional and non-traditional tools, EXP+ Empower creates the best solutions to deliver the skills you need to achieve your brand goals.

Leverage award-winning learning and development solutions from Sitel Group to unlock the power of your people to deliver superior CX.

- **2020 Stevie Winner – Gold** – Sales and Customer Service Video Training
- **2020 Stevie Winner – Gold** – Best Training Team
- **2019 Stevie Winner – Gold** - Customer Service Training Practice of the Year
- **2020 Brandon Hall – Gold** – Best Video Training Solution
- **2019 Brandon Hall – Gold** - Best Mobile Learning Solution
- **2020 Telly Award – Silver** – Best Corporate Training Direction
- **2020 Training Industry** – Top 20 Learning Experience Platform – TRIBOO

Measurable Results

Driving learning excellence to reduce training time, lower attrition and drive productivity.



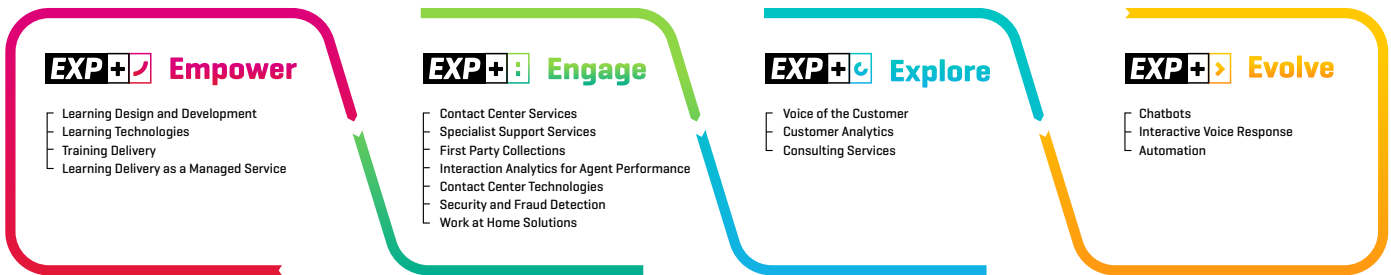
Source: Sitel Group® Data, 2019-2020



EXP+™ from Sitel Group® is a flexible solution with complete cloud capability, designed to simplify the delivery of end-to-end customer experience (CX) services, while boosting efficiency, effectiveness and customer satisfaction.

EXP+ offers integrated and vertical-specific solutions. From performance management to contact center solutions to digital transformation and CX consulting, EXP+ delivers more.

EXP+ creates a robust ecosystem around your individual business needs by harnessing the power of four connected product families across your CX delivery.



Experience more with EXP+™ from Sitel Group®.
Visit www.sitel.com to learn more.

Sitel Group
600 Brickell Ave,
Miami, FL 33131, USA
sitel.com

@Sitel_WorldWide
 @sitel

