

# EXP+ : Engage Sitel® Callback

*Smooth out call-volume spikes to improve the agent and customer experience.*

## Customer-Centric Call Volume Management

Give customers the ability to wait in a virtual queue or schedule a callback at a time that's convenient for them for a better customer experience (CX). Sitel® Callback reduces time spent in queue, lowers abandon rates, lowers average handle time (AHT) and saves telecomm usage dollars. It also optimizes contact center call curves and agent occupancy during peak call times, supporting your agents and delivering a superior experience.



### **Shorter Wait Times**

Customers can virtually queue and receive a callback when it's their turn, or they can schedule a callback at a time that fits their schedule.



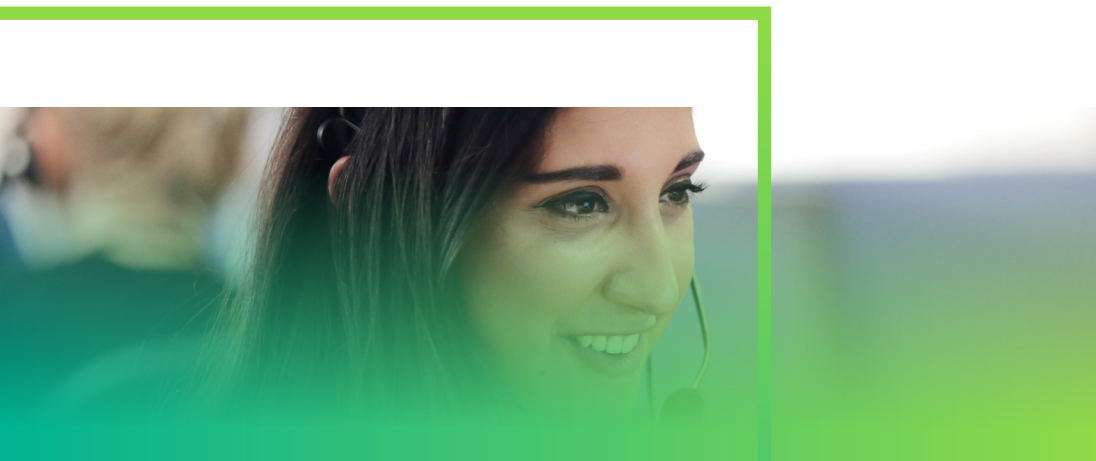
### **Enhanced Efficiency**

Both customers and agents benefit from more efficient time management.



### **Better CX**

Better CX means customers are more engaged and more satisfied.





## Minimize the Wait for a Better CX

Sitel Callback offers in-queue virtual hold and scheduled callback functionality based on defined thresholds.



### **Personalized Experience**

Customers can schedule a convenient callback so it fits their needs.



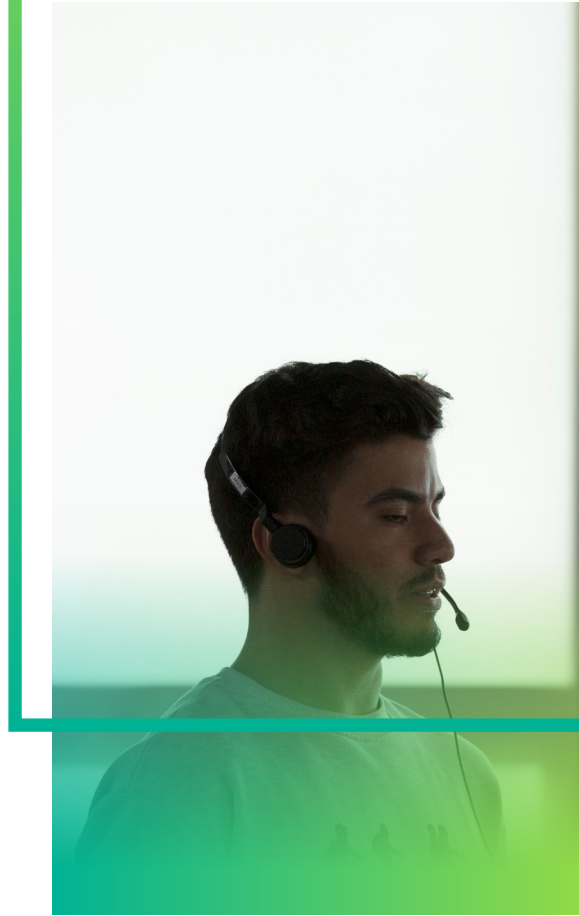
### **Abandoned Calls Minimized**

By eliminating wait times, fewer calls are abandoned and customers need to call back less often.



### **Peak Call-Time Efficiency**

By enabling customers to schedule a call back at a time that suits them, call volume is spread across the day, helping to mitigate peaks in demand.



## Measurable Results

Smooth out call volume spikes to improve the agent and customer experience.



**Lower Average Handle Team (AHT)**



**Fewer Abandoned Calls**

Source: Sitel Group® Data, 2019-2020

