

EXP+ : Engage Sitel® Case Management

Seamless, personal and efficient communication.

Drive Customer Satisfaction with Seamless Communications

With fully customizable workflows and the ability to integrate with third party platforms, Sitel® Case Management makes agents more efficient, supports cost savings and drives customer satisfaction. By capturing all of your customer support interactions in one place, our solution enables seamless, personal and efficient communication.



Simplicity

Agents use a single tool to access customer profile and history, no matter the customer's chosen channel.



Expertise

Informed and refined by our contact center know-how and advanced workflows.



Engagement

The dynamic interface makes it easy for agents to meet customers' needs, driving increased customer satisfaction.

Flexibility for Optimal Efficiencies

A flexible solution that adapts to your changing needs, Sitel Case Management is capable of supporting the most complex of businesses.

- **Optimized CX** - Provide personalized support tailored to your brand service levels – when and where customers need it –driving customer satisfaction. Sitel Case Management supports your customer experience (CX) optimization.
- **Flexible Solution** - Manage all of your customer interactions through a single, dynamic interface that integrates with other, third-party solutions. It has the flexibility to be fully configured to your preferences, including scripting, workflows and knowledge bases, delivering the optimal customer and agent experience.
- **Centralized Solution** - Enables real-time monitoring of open and closed customer conversations and requests. One unified dashboard integrates all data and provides a global overview, enabling managers to monitor the number of inquiries, for example, by country, service or manager.

Dashboards to Steer Activity

One unified dashboard integrating all data and providing a global overview:

- Real-time monitoring of open and closed customer conversations and requests.
- Comprehensive view of all key indicators.
- Ability for managers to configure the platform.
- Monitor the number of inquiries managed by country, service, manager, etc.

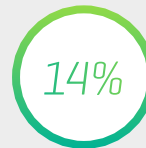


Measurable Results

Drive customer satisfaction with seamless communications.




Faster Average Handle Time (AHT)



Increased Customer Satisfaction

Source: Sitel Group® Data, 2019-2020

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