

EXP+ Engage Sitel® Omnichannel Engagement

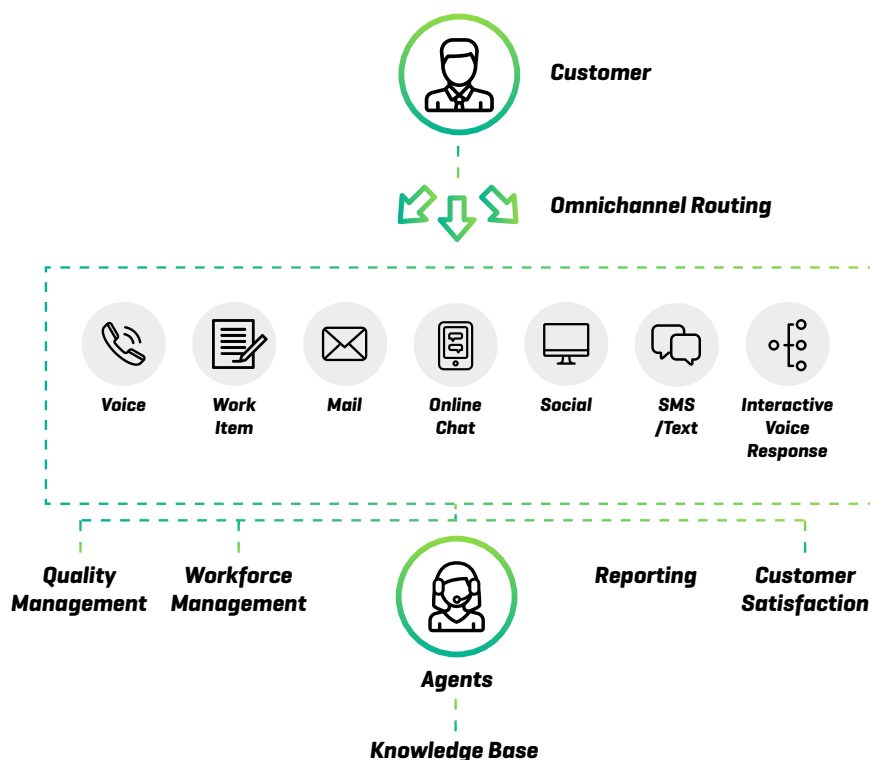
Consistent communication and management across all channels.

Drive Better Experiences with a Seamless 360° Customer View

Sitel® Omnichannel Engagement is a next-generation, cloud-based solution that ensures agents have the most relevant information at their fingertips, across every channel. Our solution ensures the opportunity to maximize brand loyalty and drive customer lifetime value (CLV) in every interaction.

Capable of being fully deployed outside of the Sitel Group® domain, Sitel Omnichannel Engagement offers case and incident management, voice, chat, messaging and email interaction routing, as well as a searchable consumer-facing knowledge base.

- **Operational Efficiency** - Dynamic routing delivers voice and non-voice interactions to the most appropriate agent at the right time, driving cost and productivity efficiencies.
- **Unified Management Solutions** - Enterprise-level tools and reporting supports the end-to-end contact center experience within a unified platform, eliminating the need to merge data or integrate tools across disparate platforms.
- **Fully Managed Infrastructure** - Our team expertly implements and supports the platform's infrastructure, avoiding unnecessary overhead costs.



Creating the Agile Agent

Our omnichannel customer engagement solution brings every channel under a single, intuitive desktop interface which supports users within a seamless conversation.

Agents can transition between channels, access customer history, generate or escalate tickets or pull up the knowledge base – all without missing a beat or making customers repeat their previous conversations.



Sitel Omnichannel Engagement Supports a Wide Range of Connected Capabilities



Case Management

Improve efficiency by routing each case to the right agent, every time, to ensure superior service.



Customer Care

Provide exceptional support via a fully omnichannel solution and own the end-to-end customer experience (CX).



Omnichannel Engagement

Connect with customers on their preferred channel, unifying conversations for the most efficient resolution.



Self-Service

Facilitate support by encouraging end-users to find answers and resolve issues using customized, self-service portals.



Knowledge Management

Leverage knowledge bases to easily find information and resolve issues quickly.



Customer Satisfaction

Enrich customer service by building satisfaction surveys and monitoring the quality of operations.

Measurable Results

Drive better experiences with a seamless 360° customer view.



Deployment Time



Increase in Customer Satisfaction



Increase in Productivity



Sales Increase, Driven by Dynamic Routing

Source: Sitel Group® Data, 2019-2020

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