

EXP+ : Engage Sitel® Team Collaboration

Whether manager-to-agent, or agent-to-agent interaction, support intuitive communication across your virtual team.

Intuitive Communication Across Your Virtual Team

Team collaboration solutions have the power to bring your remote team together, creating an inspired working environment. With teams increasingly working virtually and collaborating across geographies, Sitel® Team Collaboration brings your in-center and work at home agents together in a shared, virtual and secure environment.

Without the appropriate tools in place, building relationships and team alignment is challenging. Through chat rooms, message boards, FAQ chatbots and the capability for supervisors to view agent desktops, Sitel Team Collaboration brings your virtual team together as they would be in a traditional work environment.



Inclusive

Creates an inclusive workspace, ensuring team members are more involved in the successful delivery of the brand's customer experience (CX).



Engaging

Allows for the real-time transfer of knowledge between coaches and agents, supporting better customer care and performance.



Conversational

Empowers team members and managers to interact easily and naturally, just as they would in a traditional environment.

Collaboration and Engagement

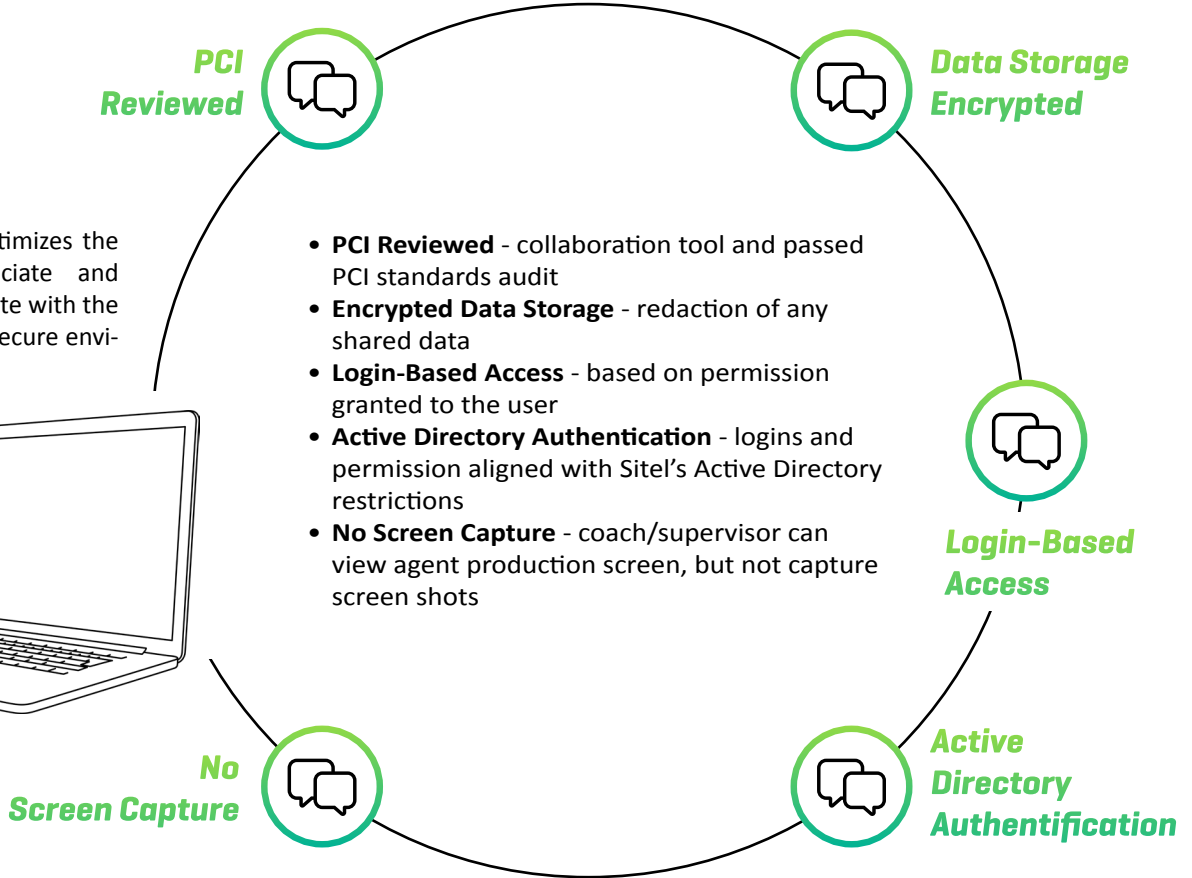
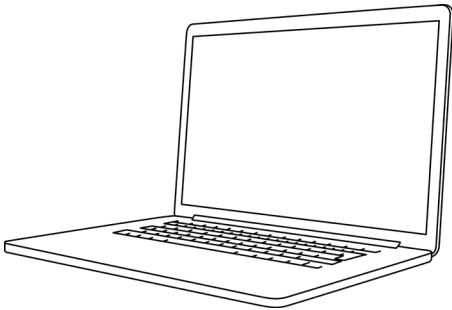
From weekly one-to-one meetings to team meetings and coaching, Sitel Team Collaboration offers an array of solutions for complete team alignment.

- **Support & AI-Enabled Chat Rooms** - Fully configurable, ongoing peer-to-peer support and chatbot-enabled queues, with moderators, bulletin boards, polls, badges, auto join with subject matter experts, stats.
- **1:1 Chat** - Enables more direct communication and coaching, to drive individual improvement.
- **Broadcast Messages & Recognition** - High-priority messages scroll in launch pad, managers can schedule, view tracking and share acknowledgements.
- **Desktop Monitoring** - Desktop monitoring where coaches can live view agents' screens - used for training, quality monitoring, support, preview and full-screen mode.
- **Collaborative Email** - Email with high priority, recipient tracking and acknowledgements.



Security Built-In

Sitel Team Collaboration optimizes the interaction between associate and coach, equipping the associate with the information they need in a secure environment.



Measurable Results

Intuitive communication across your virtual team.



Less Absenteeism



Agent Satisfaction



Less Attrition

Source: Sitel Group® Data, 2019-2020

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