

EXP+ : Engage

Engaging customers with your brand through the power of human connection and consistent, valued conversation.

Whether online or traditional voice-based conversations, the human connection remains a crucial element of customer experience (CX) deliver. Self-service solutions have an important role to play, yet there are moments when only interacting with a live agent will do. In fact, 87% of consumers want to connect with a live agent when it comes to resolving a critical issue¹.

EXP+™ Engage from Sitel Group® elevates the power of human connection to build brand loyalty through email, chat, messaging and voice-based contact center services built upon a foundation of data-driven customer understanding.

1 COVID:19- the CX Impact Study, Sitel Group, 2020

While more than half of consumers prefer connecting via digital channels, 87% want to connect with a live agent to resolve a critical issue

Exceed Customer Expectations the First Time, Every Time

From live technical support to breaking down language barriers through multilingual support services or creating empathy and efficiency through interaction analytics, EXP+ Engage uses the most advanced technologies to route customers, in real time, to the agent able to offer the best support, drive resolution on the first contact or improve collections.

EXP+ Engage enables stronger connections, creating 360° data and enabling deeper customer understanding and faster issue resolution. With leading-edge technologies, EXP+ Engage supports the authentication of customers, protects their data, guards against fraud and mitigates risk.

Measurable Results

Experience the power of EXP+ Engage and lower average handle time (AHT), drive customer satisfaction (CSAT) and support business growth through sales conversion.



sales increase with Sitel® Customer True Intent



AHT reduction with Sitel® Agent Real-Time Support



CSAT increase with Sitel® Case Management

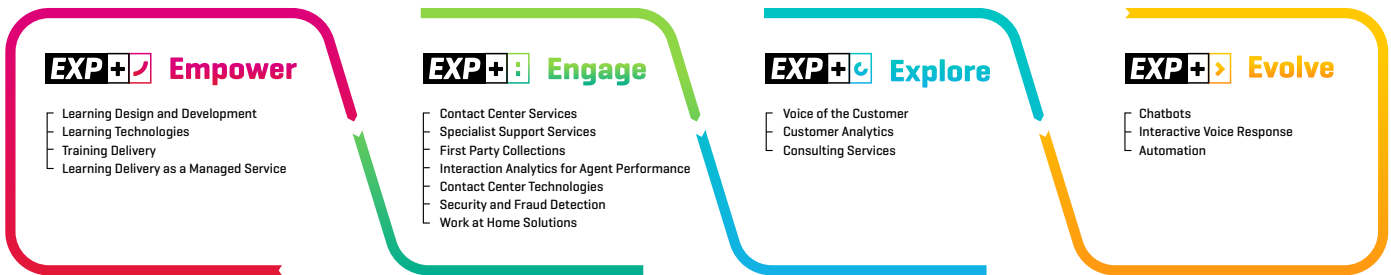
Source: Sitel Group® Data, 2019-2020



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.

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