EXP + > Evolve

Evolving and accelerating your CX
through intelligent self-service and automation.

EXP+™ Evolve channels the latest technology to deliver leading-edge digital experiences. With customers actively seeking digital alternatives, brands must help their customers help themselves – with data-driven and AI-enabled self-service and automation – to deliver a superior customer experience (CX). In fact, 35% of all consumers and 43% of Gen Z consumers prefer self-service solutions for resolving issues[1].

Consumers value the speed and round-the-clock availability that self-service solutions provide. From conversational IVR to intelligent digital agents applied across voice or non-voice channels, EXP+ Evolve from Sitel Group® puts your customer in the driver's seat with fast, convenient, 24/7 self-service solutions as an integrated element of the omnichannel CX journey.

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

35% of all consumers prefer self-service solutions for resolving issues
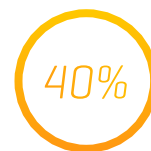
Measurable Results

Transform your digital CX delivery with EXP+ Evolve and increase deflection to non-voice channels, drive efficiency and increase customer satisfaction across your brand.

90% customer satisfaction with Sitel® Digital Agent

85% answer success with Sitel® Support Bot

40% increase in self-service utilization with Sitel® Conversational IVR

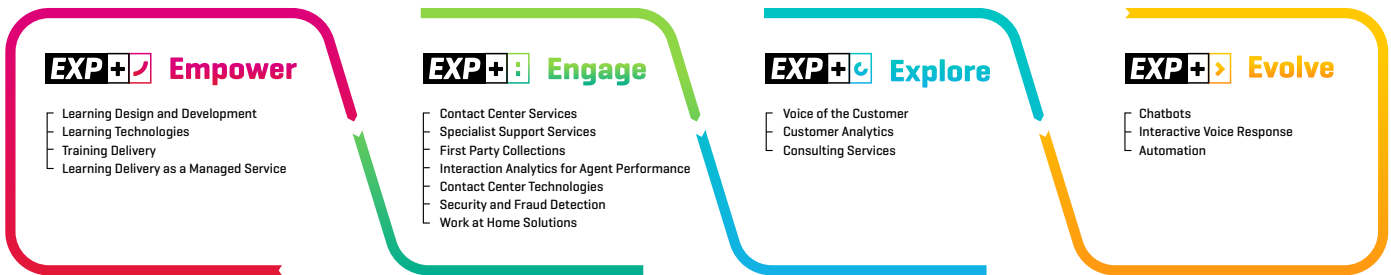Source: Sitel Group® Data, 2019-2020

sitel group

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.

EXP+ Empower
- Learning Design and Development
- Learning Technologies
- Training Delivery
- Learning Delivery as a Managed Service

EXP+ Engage
- Contact Center Services
- Specialist Support Services
- First Party Collections
- Interaction Analytics for Agent Performance
- Contact Center Technologies
- Security and Fraud Detection
- Work at Home Solutions

EXP+ Explore
- Voice of the Customer
- Customer Analytics
- Consulting Services

EXP+ Evolve
- Chatbots
- Interactive Voice Response
- Automation

Experience more with EXP+™ from Sitel Group®.
*Visit **www.sitel.com** to learn more.*

sitel group