


Explore

Sitel® Process Optimization Consulting

Drive enterprise-wide improvements by leveraging a Six Sigma methodology.

A Strategic Approach to Improving your Business Processes

Process optimization is part of our DNA. Now, Sitel Group® brings you the benefit of our expertise through our process optimization consulting designed to support your own back-office services.

Sitel® Process Optimization Consulting breaks down core business challenges using both a practice and statistical approach to problem, solution and planning. This leads to operational efficiencies that positively impact your customer experience (CX).



Expert

Leverage Sitel Group's team of experts to break down processes and uncover valuable insights.



Practical

Easy to understand visualizations guide process improvements.



Forward-Thinking

Shape new processes and programs to build brand loyalty and customer satisfaction.

Operational Insights Drive Continuous Improvement

Sitel Process Optimization Consulting provides data-driven recommendations for business and customer process improvements.

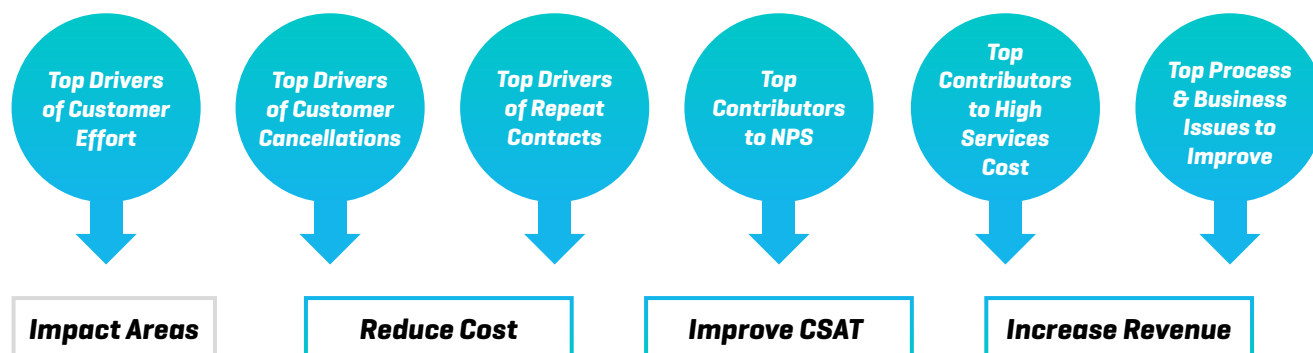
- **Drive Consistency** - Deliver the experience your customers expect – through every conversation.
- **Streamline Customer Experiences** - Driving customer ease, reducing process waste and non-value steps.
- **Reduce Repeat Contacts** - Identify and address key contact drivers.
- **Predict and Personalize** - Harness the power of data insights to understand your customer behavior.
- **Grounded Innovation** - Our innovative solutions are aligned to tangible return on investment (ROI) within the operation.
- **Reduced Total Cost of Ownership** - Drive combined operational efficiencies and value creation.

Add Value to Customer Engagement Strategies

Every interaction with customers leaves a trail of data. This information that becomes more valuable when combined to generate a richer picture of everything, from their product choices and channel preferences, to when, how and why they want to interact with your organization.

How we look at operational insight to drive your business strategy

Tracking areas to inform your business decisions



Contact Center | Internal Process | External Communications & Social Presence

Across Customer Touchpoints

Sitel Process Optimization Consulting combines vertical expertise and customer know-how to wow your customers and create lifetime brand advocates. Wherever your customers are, across channels and at every stage of their experience.



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