EXP+ ◖ **Explore**

Exploring breakthrough opportunities
to reimagine your CX by leveraging analytics and consulting services.

EXP+™ Explore uncovers insights from across your data sources to drive enterprise-wide decision making, discover business efficiencies and create stronger customer relationships.

Every business has valuable data running through their contact center, but few businesses have the resources to analyze that data to create actionable insights. On average, brands that record their contacts only analyze 1% of all interactions, meaning they never see the bigger picture. EXP+ Explore from Sitel Group® leverages cutting-edge technologies to extract value from your data, instilling rigor in your decision making to realize business benefits.

Through customer experience (CX) consulting services, we identify the technology choices and organizational support required for you to accelerate your CX and drive improvements in Total Cost of Ownership (TCO).

The platform's speech analytics reveal customer intents hidden in unstructured data and Voice of the Customer (VoC) survey data mining identifies opportunities for reducing customer effort. With EXP+ Explore, unlock your contact data to deliver insights to accelerate your brand.

Unlock your contact data to deliver insights and accelerate your brand.

Measurable Results

Discover the possibilities with EXP+ Explore and reduce customer churn, improve sales conversion and drive customer satisfaction.

50% — *faster reduction in customer effort with Sitel® Voice of the Customer (VOC) Analytics*

15% — *revenue increase per call with Sitel® Interaction Analytics*

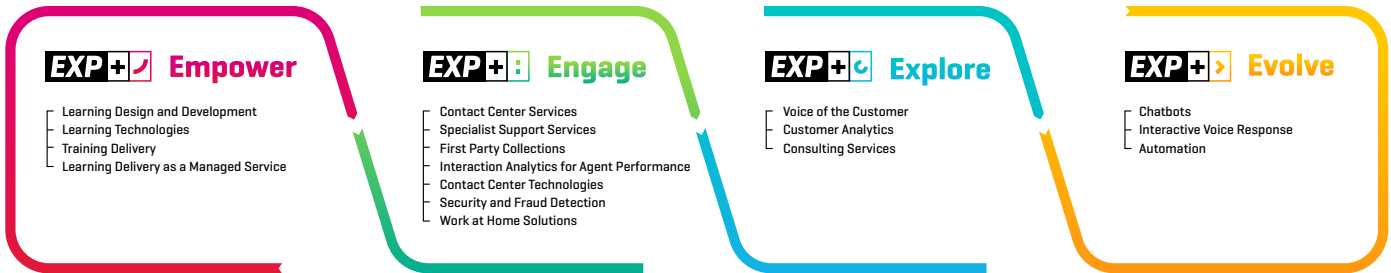**8%** — *customer retention increase with Sitel® Customer Retention Analytics*

◖ **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.*

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