



ResultsCX



FACT SHEET

Experience and Talent

31 years in BPO analytics

17 years delivering CX

23,500 employees

16 languages supported

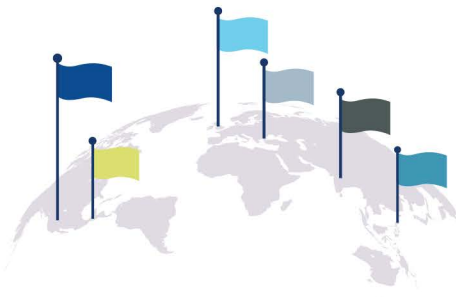
150 million calls handled per year

5 million automated chats per year

39 million self service sessions per year



Global Presence



- U.S.
- U.K.
- LATAM
- India
- Bulgaria
- Philippines



55% at-home agents globally

Trusted Partnership

As a trusted partner, we inspire and create remarkable customer experiences with unbelievable employees and technology.

Solutions

- Resolution-Centered CX
- **SupportPredict** SaaS
- Call Center as a Service (CCaaS)

Industry Expertise

- Healthcare
- Media & Telecommunications
- Fast-Growth Tech
- Retail & Ecommerce
- Banking, Fiserve, and Insurance
- Consumer Electronics
- Energy & Utilities
- Travel & Hospitality
- Education

Unequaled Security & Compliance




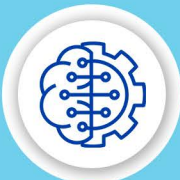



Scored higher than **99%** of the **1,000** largest U.S. companies by



Customer loyalty begins with a positive customer experience

That's why we focus first on resolution that's fast, accurate, and accessible on each customer's terms.

Resolution-Centered CX looks like:

 <p>Remarkable Customer Experiences</p> <ul style="list-style-type: none">AccuracyEmpathyOwnership	 <p>SupportPredict Smarter Digital</p> <ul style="list-style-type: none">AI + HISelf-learning knowledgebaseSeamless self service-to-agent transition	 <p>Social Experience Management</p> <ul style="list-style-type: none">Social careReputation managementContent & community moderation	 <p>Reveal Analytics</p> <ul style="list-style-type: none">Outcome-focused studiesRevenue and performance mappingData-driven growth strategies	 <p>Happy Agents</p> <ul style="list-style-type: none">Fast-track to proficiencyAI-boosted knowledge deliveryPerformance gamification
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Digital, human, or hybrid—always personal

Unbelievable, compassionate agent care
SupportPredict Self Service, Bots, and Agent AI



Any channel, any app

Omnichannel agent support
Web- and app-based self-service
Web-wide social media monitoring, triage, and engagement



Game-changing analytics

Increased sales, saves, and customer lifetime value
Strategies that reduce cost-to-serve
Optimized operational objectives and KPIs



Tech enablement

Back-office intelligent automation
Agent desktop coaching
Performance gamification