

Automated Product Support

As an organization Focusing on 21st century technologies, we are reinventing the product support realm through the power of cognitive intelligence, robotics and virtual assistants

10-15%

Gains in FCR

7-10%

Improvement in Customer Experience

10-12%

Increase in Revenue Generation

25%

Contact Reduction



11000+ FTEs
Delivering Product, Technical & Service Desk Support



32 Global Delivery Locations
India | US | UK | Philippines | China | Poland | Ireland | Mexico



19 Global Languages Supported



20 Mn
Annual Transactions Across Channels

Automated Product Support

Channel Optimization | Revenue Generation | Customer Experience



STANDARDIZED BEST PRACTICES

- Industrialized Process Assets
- Lean and Six Sigma Driven BPM
- Domain SMEs



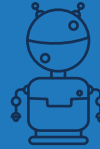
CXP PLATFORM

- Omni-Channel Platform
- Predictability in Resolution
- Better Interface for Agents



INTELLIGENT ANALYTICS

- Contact Routing to Best Available Agent
- Predictive Analytics driven Next Best Offers
- Interaction Analytics for Powerful Insights into Customer Experience



SELF-SERVICE ENABLEMENT

- Rule-based Assistants with NLP
- Intelligent Chatbots
- Web and Social Self-Serve



RIGHT-SHORING

- Global Delivery Model
- Benchmarked Customer Experience Practices
- Multi-lingual Delivery

Success Stories

Improved Customer Experience, Revenue Optimization and Streamlined Delivery

Fortune 50 Cloud & Internet Services Major

Cloud Operations and Platform Support

1000+ Resources
Across 8 Delivery Locations

Customer Resolution & Experience Improvement Through Customer 360° View

Large Telecom Company in Europe

Quad Play Technical Support

1500+ Resources
Across 3 Delivery Locations

Multi Lingual Support through Omni Channel View of Customer

Global Office Retailing Major

Sales Enablement and Product Support

250+ Resources
Across 2 Delivery Locations



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Relationship[™]
BEYOND THE CONTRACT

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