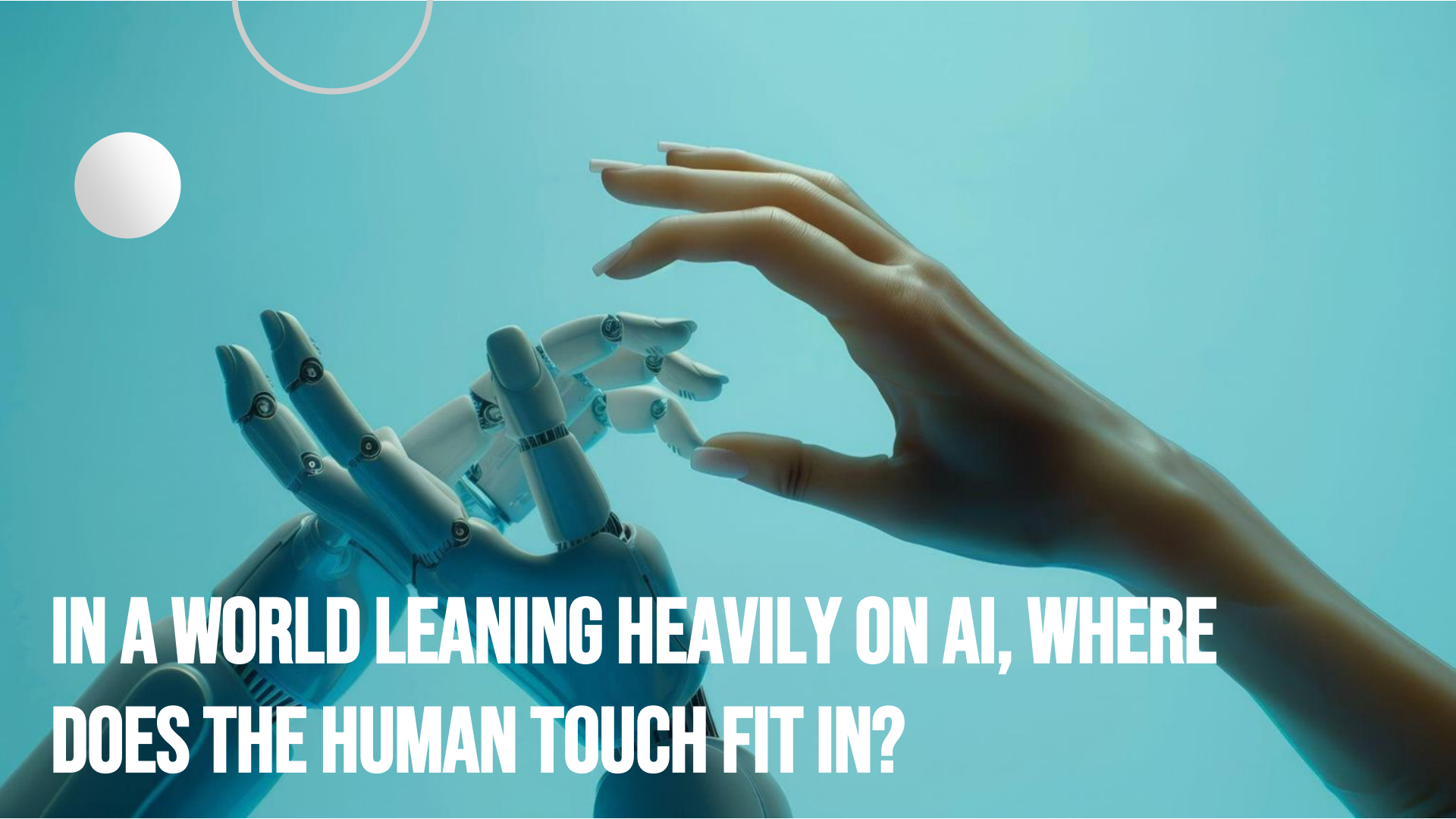




STRATEGIC BPO

DONE RIGHT



**IN A WORLD LEANING HEAVILY ON AI, WHERE
DOES THE HUMAN TOUCH FIT IN?**

9:47



Chat with us

We're currently away. Please leave us a messa...



Customer Services



Customer Services

Before we get started, if you can smell or see smoke/fire, please evacuate and call [redacted] when it is safe to do so.

If you can smell gas or your CO alarm is going off, please safely evacuate the premises and call the Emergency Gas hotline on [redacted]

Continue?

2 minutes ago



Customer Services

Firstly, what shall I call you?

Hi, I'm Mariana

2 minutes ago



Customer Services

Firstly, what shall I call you?



19



9:47



Chat with us

We're currently away. Please leave us a messa...



Customer Services

Hi, I'm Mariana

2 minutes ago



Customer Services

Firstly, what shall I call you?

The problem i have is that my alarm doesn't stop beeping

2 minutes ago



Customer Services

Firstly, what shall I call you?

I have [redacted] 2

2 minutes ago



Customer Services

Firstly, what shall I call you?

And it shows error f21

2 minutes ago



Customer Services

Firstly, what shall I call you?



19



9:47



Chat with us

We're currently away. Please leave us a messa...



Customer Services

And it shows error f21

2 minutes ago



Customer Services

Firstly, what shall I call you?

Please contact me to a person, no longer want to have a conversation with a bot

a minute ago



Customer Services

Firstly, what shall I call you?



19





86%

**of customers say a
good customer
experience turns
them into long-term
brand champions**

PwC

38%

**feel customer
service teams
understand their
needs**

Salesforce



OUTSOURCE

HIRE IN-HOUSE







A strategic partner
Thorough Onboarding
Custom-Tailored
Solutions



>80%

Retention rate: Compared to an industry average of 55 %

>85%

Client ROI: Our largest US client, compared to hiring locally

>20%

Increase in Customer Satisfaction: Average increase in customer satisfaction across channels





THANK YOU!

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