

DISCOVER NEW WAYS TO DRIVE GROWTH

●●● CX Advisory

Customer service

Customer Acquisition

Cross- and upselling

Customer retention

Technical support

Collection services

Consulting service to improve the overall customer journey for our clients' customers

Virtual Agents

A virtual agent helps humans, both the customer and the contact center agent to get more done in less time. The benefits of virtual agents range from more flexible opening hours to lower response times and save valuable human agents for conversations where they are most needed. Clever use of virtual agents both reduce costs and improve customer experience.

Learn more

View video



Robotic Process Automation

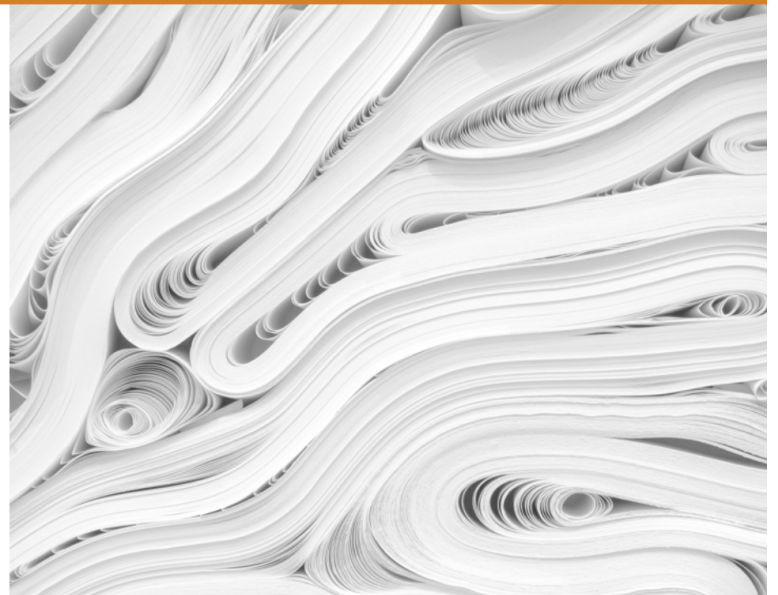
Robotic Process Automation, RPA, is a technology also known as software robots, to automate and standardize repetitive tasks and routine work between multiple systems. They mimic human behavior by interacting with other applications in the same way a human does. This means the human agent can spend more valuable time on tasks where they are most needed.

[Learn more](#) [View video](#)

Conversational analytics

In Conversational Analytics, all transactions with customers, be it from speech, emails, or chat, are captured, consolidated, converted into data to be analyzed for insights. Acting upon the insights from Conversational Analytics will bring many benefits such as improved customer satisfaction, more efficient call handling times, more sales and less churn.

[Learn more](#) [View video](#)



Live Chat

Live chat enables new business growth and consumer contextual dialogues. Live chat can be a traditional web chat located in the client's homepage, in the contextual journey of the website visitors, or it can be via a messaging channel that connects the consumer in their contextual mobile environment.

[Learn more](#) [View video](#)

Gamification



Gamification combines the fun of playing a game with business information or another non-game context. Gamification in contact centers is commonly used in training and e-learning programs and is making it into a fun experience that motivates employees in terms of interaction, loyalty and engagement as well as business performance.

[Learn more](#)



Delivery options

No matter where in the world your customers are, or what language they speak, Transcom will create smarter people experiences through our solid client focused structure and our comprehensive delivery models.

Our consistent and cost competitive world class delivery model ensures an outstanding customer and employee experience.

We serve the English speaking market through onshore, offshore, or our extensive network of work-at-home agents.

In Europe, we offer onshore, nearshore, and multilingual services, as well as services tailored to small and midsize businesses.

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