



# The power of the home agent

Making people's lives better by extending rewarding experiences into the home.



## Happy Agents - Happy Customers

Experience Sitel at Home, enabling your brand conversations with an on-demand, quality-driven CX solution designed with flexibility in mind.

Extending your workforce into the home environment, we connect you with best-in-class talent, unlimited by geographic boundaries, ensuring you are ready to meet ever-changing business needs within a secure business platform. Powered by a team that is more engaged, with a better work-life balance, our customer obsession is proven to boost your customer satisfaction.

- **Rapid ramp/seasonal support**
- **Business continuity by design**
- **Secure and compliant**

### Flex



- Fast Ramps
- Flex Scheduling
- Omnichannel Dexterity
- Business Continuity

### Connect



- Virtual Communication Suite
- Centralized Coaching
- Stable and Secure Virtual Platform

### Specialize



- Unique Agent Profile
- Recruiting Top Talent
- Extensive Training

### Succeed



- Acclaimed Remote Engagement Model
- Work/Life Balance
- Lower Attrition/Absenteeism
- Higher eNPS and NPS



# Purpose Built, Mission Driven



## Industries

Technology  
Satellite Internet  
Retail & E-Commerce  
Consumer Electronics  
Travel & Transportation  
Media & Entertainment



## Services

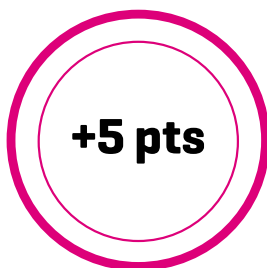
Sales  
Membership & Loyalty  
Customer Care  
Complaint Management  
Technical Support  
Retention - Saves/Upsell



## Elite Agent

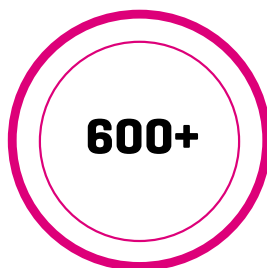
75% Women  
High Education Levels  
85% Retention Rate  
[Post 90 days]  
59% Ages 30-49

## Driving business results with Sitel at Home



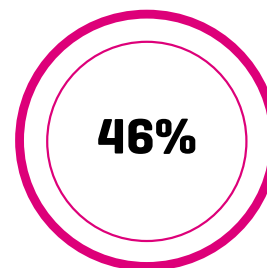
### NPS Increase

Achieved top NPS increase among BPO competitors of 5 points



### Fast Agent Ramp

Increased from 22 to 600+ agents to meet seasonal demand



### Lower Attrition

Compared to brick and mortar; rewarding work driving high levels of retention and attendance