



# 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

### Connect



#### Stable and Secure Virtual Platform

Virtual Communication Suite  
Centralized Coaching

### Flex



#### Flexible Scheduling

Fast Ramps  
Omnichannel Dexterity  
Business Continuity

### Specialize



#### Innovative Sourcing

Unique Agent Profile  
Recruiting Top Talent  
Extensive Training

### Succeed



#### World Class Virtual Learning

Acclaimed Remote Engagement Model

Lower Attrition/  
Absenteeism

Higher  
eNPS and NPS

at home!

# Purpose Built, Mission Driven



## Industries Supported

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



## Services

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

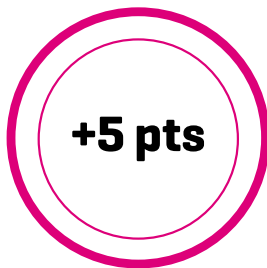


## Elite Agent

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

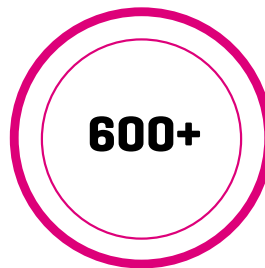
## Driving business results with Sitel at Home

### Leading financial services company



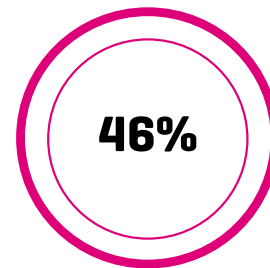
#### NPS Increase

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