ResultsCX

FACT SHEET

Experience and Talent

30 years in BPO analytics

16 years delivering CX

21,000 employees

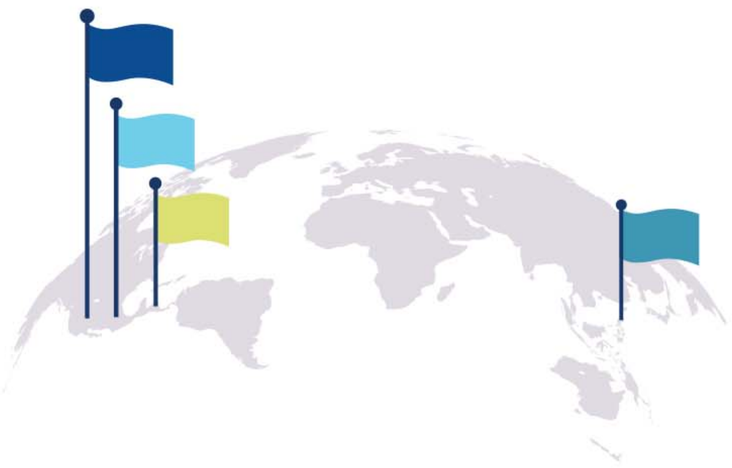
5 million automated chats per year

80 million calls handled per year

39 million self service sessions per year

Everest Group PEAK MATRIX® MAJOR CONTENDER 2021 CUSTOMER EXPERIENCE MANAGEMENT SERVICES

Global Presence



- U.S.
- Mexico
- Honduras
- Philippines

ResultsCX Home Office

9,500+ at-home agents across all ResultsCX geographies

Unequaled Security & Compliance

HITRUST CSF Certified

SOC 1. SERVICE ORGANIZATION

SOC 2. SERVICE ORGANIZATION

HIPAA HITECH SERVICE ORGANIZATION

GLBA SERVICE ORGANIZATION

PCI DSS SERVICE ORGANIZATION

FFIEC SERVICE ORGANIZATION

HIPAA COMPLIANT

Scored higher than **99% of the 1,000** largest U.S. companies by

BITSIGHT® The Standard in SECURITY RATINGS

Trusted Partnership

As a trusted partner, we inspire and create remarkable customer experiences with unbelievable employees and technology.

Solutions

- Resolution-Centered CX
- Social Experience Management
- SupportPredict Enterprise Solutions
- Contact Center as a Service

Industry Expertise

- Healthcare
- Media & Telecommunications
- Fast-Growth Tech
- Retail & Ecommerce
- Banking, Fiserve, and Insurance
- Consumer Electronics
- Energy & Utilities
- Travel & Hospitality
- Education

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Customer loyalty begins with a positive customer experience

That's why we focus first on resolution: fast, accurate, and accessible on each customer's terms.

Resolution-Centered CX looks like:

Remarkable Customer Experiences

Accuracy

Empathy

Ownership

Smarter Digital

AI + HI

Self-learning knowledgebase

Seamless self service-to-agent transition

Social Experience Management

Sales and retention

Reputation management

Content moderation

Analytics & Insights

Interaction analytics

Applied performance-correlation intel

Data-driven growth strategies

Happy Agents

Fast-track to proficiency

AI knowledge delivery

Performance gamification

Digital, human, or hybrid—always personal

Unbelievable agent care

Self Service, Bots, and Agent AI

SupportPredict

Any channel, any app

Omnichannel agent support

Web- and app-based self-service

Web-wide social media monitoring, triage, and engagement

Game-changing analytics

Tactical and growth-building insights

KPI optimization

Outcome-oriented probability modeling

Tech enablement

Back-office automation

Agent desktop coaching

Performance gamification

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