



FACT SHEET

Experience and Talent

30 years in BPO analytics

15 years delivering CX

20,000 employees

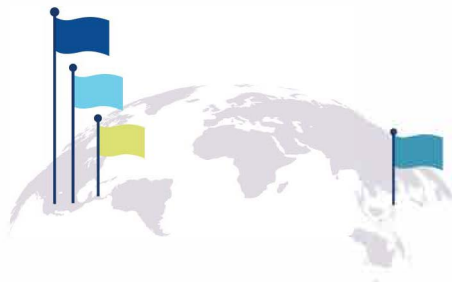
5 million automated chats per year

80 million calls handled per year

34 million self service sessions per year



Global Presence



- U.S.
- Honduras
- Mexico
- Philippines



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

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 & Entertainment
- Retail & E-Commerce
- Consumer Electronics
- Banking, Fiverse, and Insurance
- Energy & Utilities
- Travel & Hospitality
- Education

Unequaled Security & Compliance








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



Customer loyalty depends on 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
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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