

Award-Winning BPO Solutions

Building Fundamental Business Relationships



Our Results

92% success rate finding and eliminating fraud attempts for multi-national banking and financial service company

400% increase in revenue within three years for a cloud data protection company

30% conversion rate improvement for first time deposits/ month for an online investment platform

Reduced abandoned call rate 94% for major retail brand

Improved customer satisfaction 34% for leading household electronics and appliance company

Reduced order entry errors 30% and improved customer satisfaction scores **20%** for a global cable company

30% reduction in No Fault Found dispatches for a leading technology company

In a digital-first world, the 7,000+ CGS specialists on the frontline are more important than ever. We invest in best-in-class contact center facilities and work from home solutions, training and recruiting methods. This ensures our people have the problem-solving skills, empathy and tools to consistently handle your needs and your customers' any time, on any channel. With standardized processes globally, you'll get the same level of quality and efficiency no matter where your services are delivered.

In all our locations we invest in automation and AI technology to assist our agents. Robotic Process Automation and AI reduce repetitive work and automate routine inquiries. This enables agents to perform tasks faster and with more accuracy. By enhancing productivity, agents have more time to spend on more complex transactions.

You can also save time and costs for onsite support with CGS's new augmented reality (AR) tools that better support your field services teams and help increase first-time fix rates, reduce field service costs and minimize costly downtime. Through visually interactive, immersive technologies, your field service technicians can directly access the expertise they need with remote, live guidance and support from highly trained technicians to power up new systems, address outages or damaged equipment, replace parts and other service fixes.

“ The value of a partnership can be measured in many ways, and the true measure of any partnership is predicated in how a challenge is turned into an opportunity; how a crisis is managed to a calm resolution; and how the unexpected is overcome by preparedness. **CGS exhibited these characteristics during the COVID-19 pandemic and we are deeply appreciative for their efforts.** ”

– Ruben Velez, Director of Partner Enablement, DELL

OUR CUSTOMERS INCLUDE



Disruption is everywhere. Outsourcing business processes to CGS allows you to focus on your core competencies, adapt to change and maintain your competitive edge. We work hard to understand and exceed your goals and improve business performance.

Whether you're a fast-growth startup or a global leading enterprise, we can help expand and optimize your business. If you require 12 or 1,200 agents, CGS will leverage the strength of our global award-winning people, processes and technologies to efficiently scale up or down with your changing needs.

We are technology implementation experts. We can use your existing stack or advise you on the best tools to optimize your setup. We extract data from all channels to turn insights into actions. This drives value at all levels of your organization. We'll help you to future-proof your business to stay on top of customer expectations.

About CGS BPO Solutions

CGS is a leading global provider of business applications, enterprise learning, and outsourcing services that support clients' most fundamental business activities.

With optimized call center resources to serve global clients, CGS offers a unique hybrid approach through automation and live agents in its contact centers located in North America, South America, Europe, Asia and the Middle East. Its AI-enriched chatbot and RPA technologies complement the customer support services provided by thousands of multilingual call center agents.

CGS supports many of the world's industry-leading global brands from retail, hospitality, healthcare, technology, and telecom. The company's innovative, scalable and flexible business process outsourcing (BPO) solutions include technical and customer support, telesales, channel enablement and back-office support.

To learn more about CGS BPO Solutions, contact your sales representative:

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CGS delivers a wide range of blended and independent Work From Office and Work From Home solutions to meet your specific needs.



Services

- | | |
|----------------------|---|
| Technical Support | Channel Partner Enablement |
| Customer Care | |
| Help Desk | Augmented Reality for Field Service Support |
| Back Office | |
| Finance & Accounting | Telesales & Telemarketing |



Capabilities

- | | |
|-----------------------|-------------------------------------|
| Business Dev. & Sales | Marketing & Loyalty pgms. |
| Claims processing | Mobile app & device support |
| Collections | ServiceNow implementation & support |
| Fraud detection | |
| POS support | OKTA development & support |



Expertise Across Industries

- | | |
|-----------------|---------------------------|
| Retail | Quick service restaurants |
| Technology | Ride sharing |
| Insurance | Consumer Products |
| Financial Svcs. | Telecommunications |
| Healthcare | |
| Hospitality | |



24/7 Follow-The-Sun Services from Our Premier Delivery Center Locations

- U.S.
- Canada
- Romania
- Chile
- Israel
- India
- South Africa



Across all Channels



Voice



Chat



Text Messaging



Email



Social Media



65M+
interactions with customers per year

Speak more than **25** languages supporting **2.52B** people around the globe



+90%

customers have renewed their contracts with CGS for support services over the past decade

RECOGNIZED BY THESE LEADING ORGANIZATIONS:

