

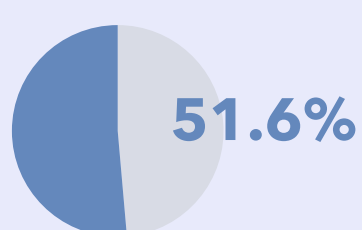
Effects of 2020 Pandemic Shapes Outsourcing and Technology Investments for 2021



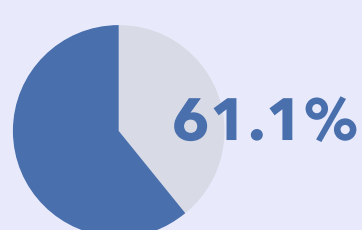
Survey Reveals Challenges: Moving Contact Centers to Work From Homes and Changing Consumer Behaviors Amid Stay-At-Home Orders

For the sixth year, CGS surveyed more than 200 business leaders and decision makers representing IT, operations, finance and customer service departments across 30 industries including: Technology and Software; Financial Services; Agriculture; Hospitals and Healthcare Providers; Food and Beverage; and Consumer and Commercial Services. We asked about the biggest challenges they faced from COVID-19, how that has impacted outsourcing decisions and technology investments as well as their goals moving into 2021. Here's a sneak peek at what your peers have shared:

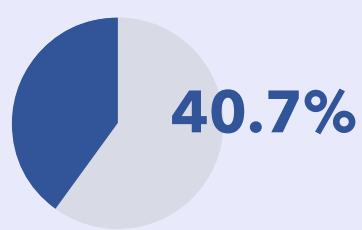
Planning to Increase Their Use of Outsourcing or Outsource for the First Time in 2021



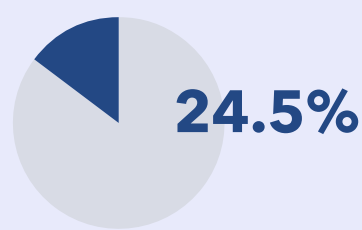
Companies with 1,000-10,000 employees



Companies with 10,001-50,000 employees

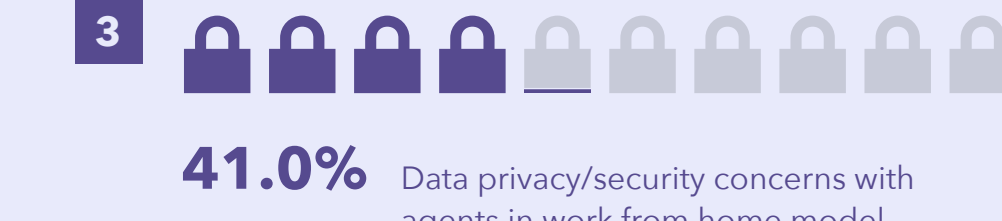
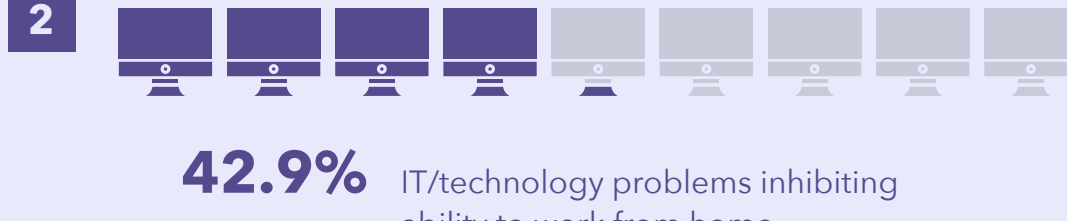
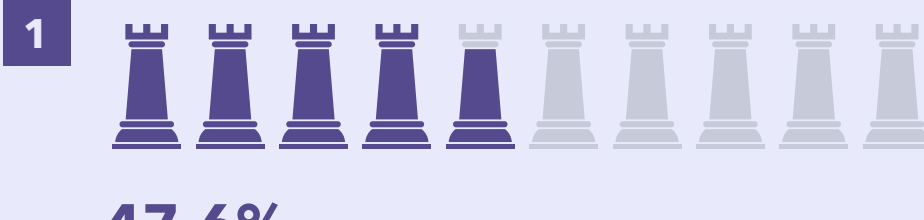


Companies with 50,000+ employees

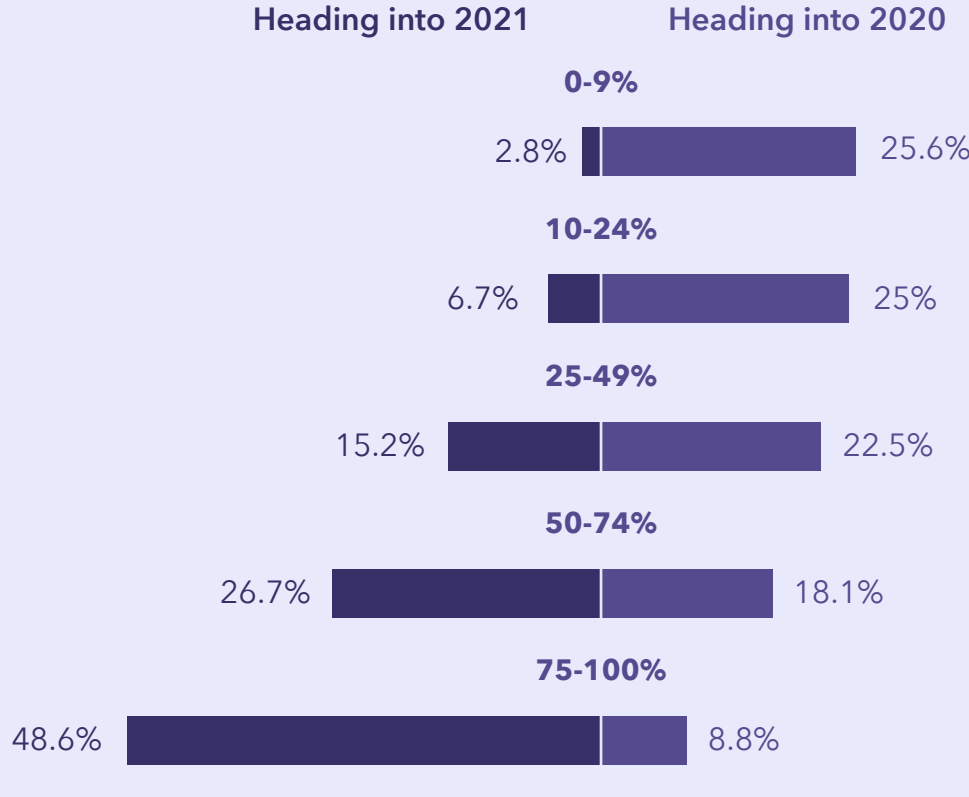


Organizations of all sizes (average)

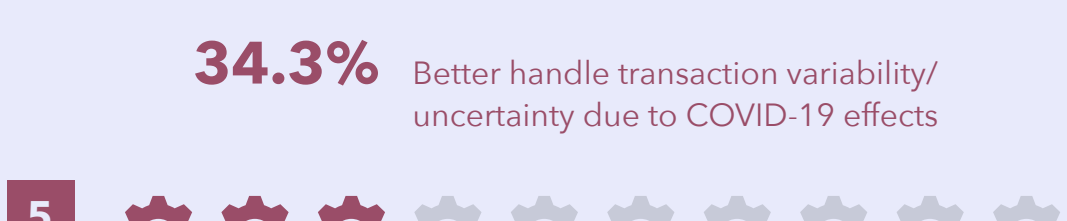
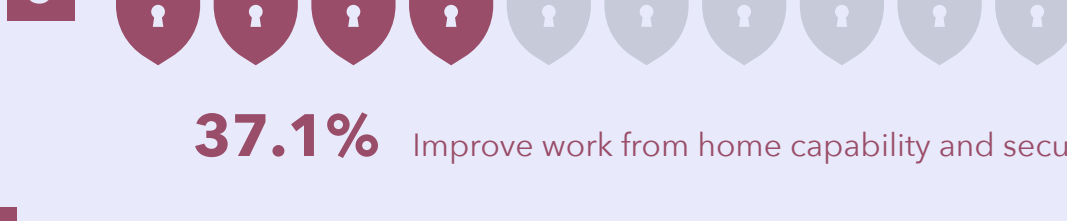
Top 3 Challenges Companies Experienced From COVID-19 Disruption in 2020



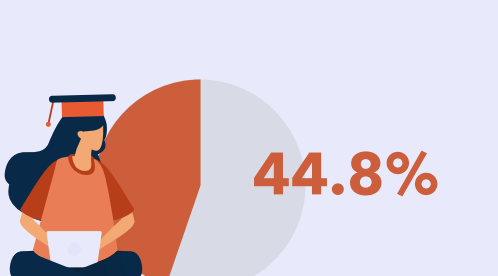
Percentage of Contact Center Seats That Are Now Work From Home vs. End of 2019



Top 5 Strategic Contact Center Goals and Focuses for 2021



Top Areas For Increased Investments in Contact Centers



Download the full report for a deeper dive into how the COVID-19 crisis has been a catalyst for change in the contact center and customer service industry and how it is transforming not only technology but how contact centers fundamentally work.

About CGS: 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.

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