

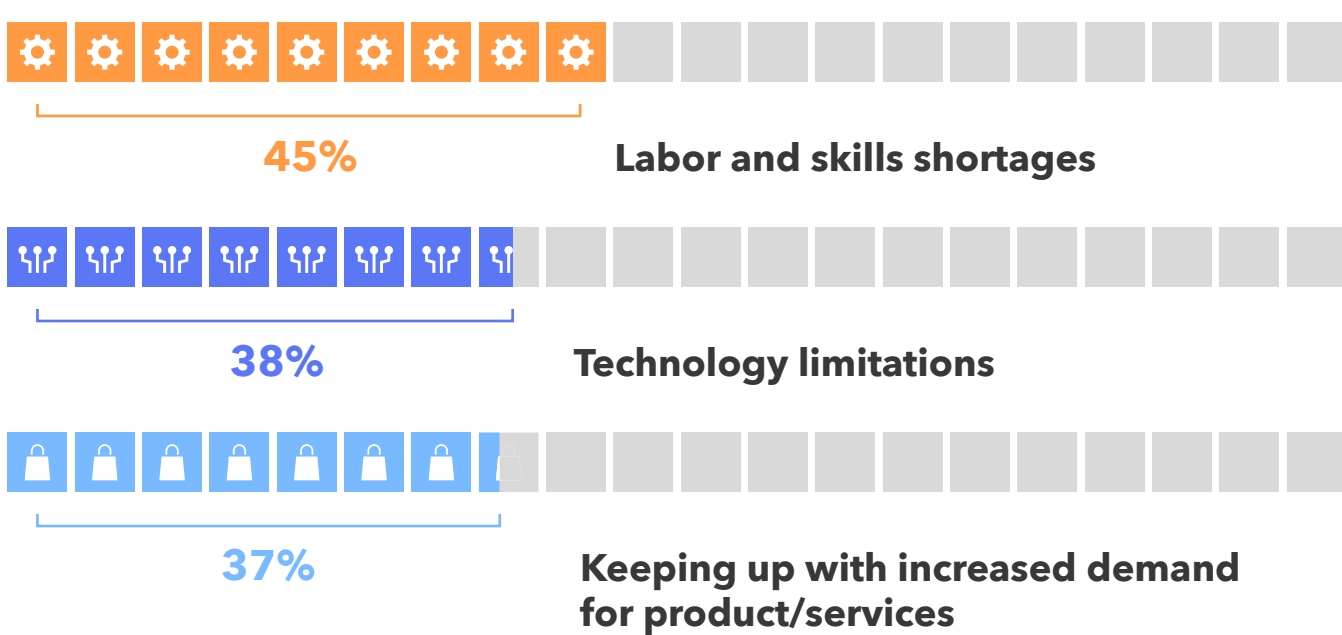


How Contact Centers Leaders Are Responding to Continued Pandemic Uncertainty

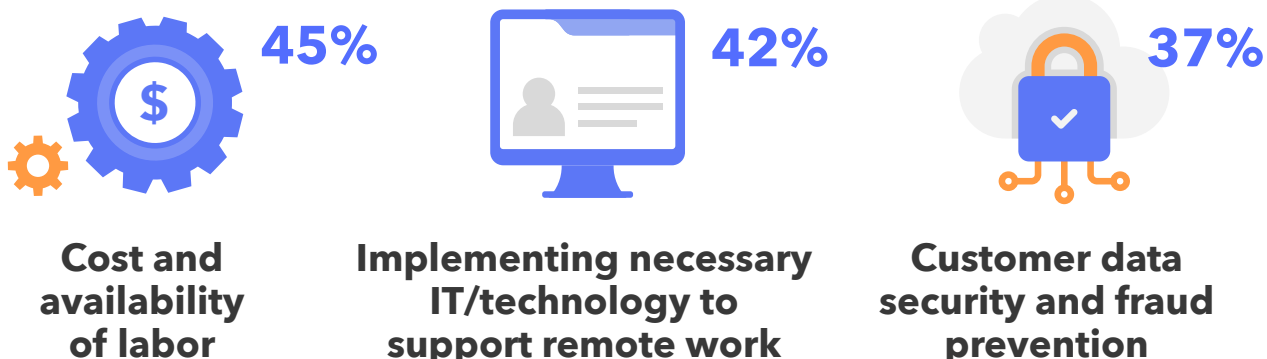
For the seventh year, CGS surveyed nearly 200 business leaders and decision makers representing IT, operations, finance and customer service departments across 25 industries including: Technology and Software; Financial Services and Insurance; Hospitals and Healthcare Providers and Consumer Goods. We asked about labor challenges and the long-term influence of Work from Home (WFH) trends, how that affects outsourcing decisions and technology investments as well as their goals moving into 2022.

Here's a sneak peek at what your peers have shared:

Companies continue to experience difficulties supporting growth resulting from Covid-19-driven challenges including:



What do leaders expect will keep them up at night in 2022?



Top 5 strategic contact center goals for 2022:

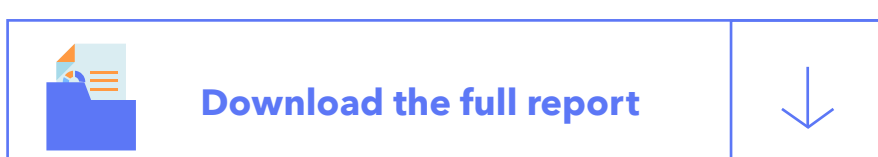
- #1 Improve service quality (38%)**
- #2 Reduce overhead and operational costs (32%)**
- #3 Drive better business outcomes/ROI (29%)**
- #4 Standardize processes to improve efficiency (26%)**
- #5 Strengthen business continuity and disaster recovery plans (25%)**

Who's relying on outsourcing providers in 2022?



Where is the industry heading?

There is a lot of uncertainty as to whether 2022 will usher in the end of the Covid-19 pandemic, a return to normalcy and a global economic recovery. Download the full report for a look at how surging consumer demands, rising wages and costs for goods are driving change in the contact center and customer service industry. Gain insight on how contact centers are transforming - not only with technology - but how they fundamentally work.



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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