

Sitel Solution. Sitel Intelligent Desktop.

Sitel Intelligent Desktop.

Providing contact center managers
and front-line agents with a
360 degree view of all customer
interactions across channels.

[sitel.com](https://www.sitel.com)



Experience shared.

For companies across industries who seek to empower their contact center agents to excel in the new omnichannel world, Sitel Intelligent Desktop provides agents with a 360 degree view of all customer interactions across channels.

Delivered via the cloud, our easy to customize Customer Experience Management (CEM) Platform streamlines system interactions and communications within the customer's channel of choice reducing implementation time, decreasing average handle time and increasing first contact resolution, while improving the overall customer experience.

Delivering outstanding omnichannel customer experiences.

Sitel Intelligent Desktop empowers organizations who seek to improve customer experience management by providing:

Omnichannel Unified Queue

- Unified communications capabilities to support customers' preferred channels.
- Empower agents with a 360 degree view of all customer interactions.
- Single supervisory cross-channel view of all activity (reporting/analytics, ops console to manage agent staffing by channel).

Speed to market

- Turn-key solution facilitates quick response to new or changing business requirements through rapid deployment, reduced training needs and streamlined agent interactions.

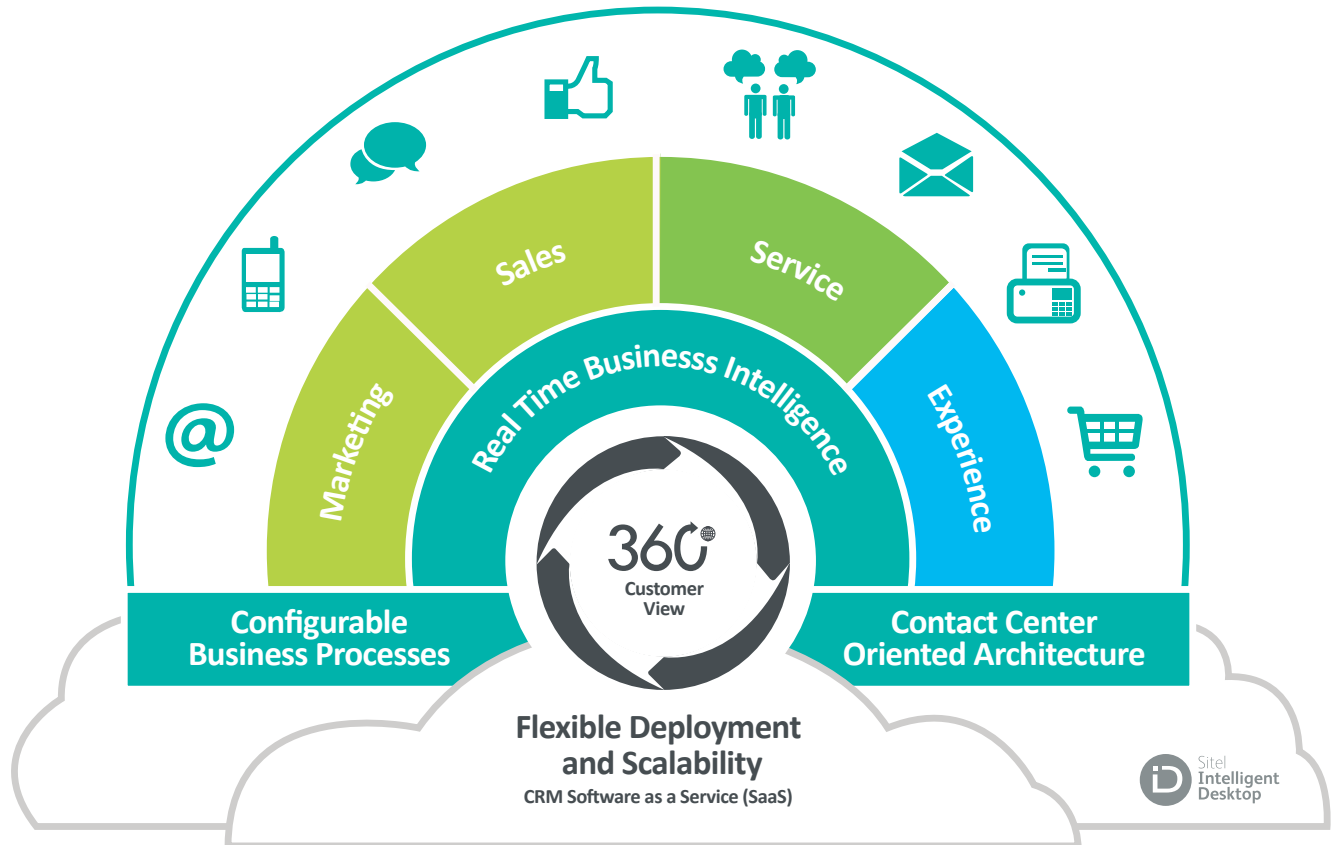
- Easy to customize, with reduced implementation time.
- Delivered as a cloud solution reducing the time for deployment.

Flexibility and scalability

- Licensing - only buy what you need, don't over invest for peak season.
- Scale - ability to support quick ramps without hardware investments.
- Modular - ability to leverage pre-built features to deploy functionality quickly (e.g: chat, social).
- Adaptability - ability to supplement and compliment existing CRM and back office systems.

Cost reduction and financial implications

- Variable cost model (OPEX versus CAPEX).
- Leverage Sitel efficiencies and economies of scale.
- No additional maintenance or management costs.



How we do it

Sitel Intelligent Desktop is a CEM platform delivered via the cloud to address the unique demands of a contact center. This modular CEM platform, optimized with agent workflow capabilities, connects to both back-end data sources as well as to desktop applications.

The end result is a seamless blend of CRM applications optimized for an omnichannel environment, all within a highly flexible presentation layer.

Some of the basic features are:

- Case & Escalation Management
- Customer and Contact Database
- Knowledge Base and Customer Portal
- Real Time Management Dashboards
- Multilingual and Multiregion Capabilities
- Omnichannel Management and Integration – such as Voice, E-mail, Chat, Twitter, Facebook, and Fax.

Our first-of-its-kind CEM platform was developed by contact center experts for use in the support environment; to enhance agent communication, manage efficiency and streamline access to the daily tool set required to deliver outstanding omnichannel customer experiences.

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About Sitel.

Today, customer care drives consumer spend, which is why Sitel works so hard to retain our position as a world leader in outsourced customer care innovation. With nearly 30 years of industry experience, our 56,000 employees support clients with CRM contact center services that build customer loyalty, increase sales, and improve efficiency.

Sitel global solutions include customer acquisition, customer care, technical support, and social media programs. Support operations span from home-based agents to 110+ domestic, nearshore, and offshore centers in 23 countries across North America, South America, Europe, Africa, and Asia Pacific.

We manage client programs on behalf of some of the best-known brands in the world in 40 languages. Sitel is privately held and majority owned by Canadian diversified company, Onex Corporation.

For more information

To learn more about Sitel Intelligent Desktop, please visit sitel.com.

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January 2014, version 1.0
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Sitel Global Headquarters
Two American Center
3102 West End Avenue
Suite 900
Nashville, TN 37203 USA

Phone: +1 615.301.7100
Toll-Free (in U.S.): +1 866.95.
Sitel
sales-na@sitel.com
www.sitel.com



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