

effiCXy Communication Company - Services Portofolio

Service Group	Services	Telecom / Media	High-Tech / Internet	Insurance	Banking & Fin Services	Energy & Utilities	Travel	Automotive	Hospitality	Public Sector	FMCGs	Consumer Electronics	F&B	White Goods	Real Estate	Pharmaceuticals	Training & Education	Healthcare	
Contact Center Services	Activation Calls	✓																	
	Anti-Attrition and Renewal Calls	✓	✓	✓		✓									✓				
	Appointment Management					✓		✓							✓		✓	✓	
	Appointment Settings					✓		✓							✓		✓	✓	
	Booking Management						✓												
	Campaigns Management	✓	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓
	Claims Management			✓															
	Complaints Management	✓	✓		✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓
	Consumer Care Lines											✓	✓		✓		✓		
	Data Validation Calls	✓			✓														
	Emergency Hotlines													✓					✓
	Enrollement Management																	✓	
	Facility Management Support															✓			
	Guest Care Lines									✓									
	Information Lines	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Leads Generation	✓	✓	✓	✓			✓				✓	✓		✓	✓		✓	✓
	Licensing Management		✓																
	Loyalty Programs	✓	✓	✓			✓		✓			✓	✓	✓	✓				
	Order Management	✓										✓		✓				✓	
	Patient Carelines																		✓
	Patients Follow Up Services																✓		
	Post Maintenance Services								✓										
	Post Sales Services		✓	✓					✓										
	Post Sales Support											✓	✓		✓				
	Resellers Support Line	✓	✓																
	Reservation Lines									✓									
	Road-Side Assitant Lines								✓										
	Subscription Management					✓													
	Surveys Management	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓
	Tele-Collection	✓			✓	✓										✓			
Up-Selling & Cross Selling	✓	✓	✓	✓		✓		✓			✓	✓	✓	✓		✓			
Warranty Services		✓										✓		✓					
HRO Services	Payroll Services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Recruitmenet Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Back Office Services	Activation Services	✓	✓																
	Data Entry	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	✓	
	Document Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Order Management	✓	✓			✓						✓	✓	✓	✓	✓			
	Policy Management			✓															
Digital Services	Data Analytics	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Digital Channel Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Revenue Generation			✓	✓			✓				✓		✓					
Consultation Services	CX Consultation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Organization Structure Design	✓	✓				✓	✓	✓			✓	✓	✓	✓	✓		✓	
	Process Optimization	✓	✓					✓	✓				✓					✓	
ITO Services	HelpDesk Services	✓	✓	✓	✓		✓	✓	✓		✓	✓	✓	✓	✓			✓	
	L2 Support	✓	✓				✓	✓			✓	✓		✓	✓				
	Parking Services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Systems Integrations	✓	✓				✓												



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