

## 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	✓	1	1		1									1			
	Appointment Management					✓		✓							1		1	✓
	Appointment Settings					1		1							1		1	✓
	Booking Management						1											
	Campaigns Management	✓	1	1	1	1	1	1	1		1	1	1	✓	1	1	1	1
	Claims Management			1														
	Complaints Management	1	1		1	1	1	1		1	1	1	1	1	1	1		1
	Consumer Care Lines										1	1		1		1		
	Data Validation Calls	✓			1													
	Emergency Hotlines												✓					1
	Enrollement Management																1	
	Facility Management Support														1			
	Guest Care Lines								1									
	Information Lines	<b>√</b>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
	Leads Generation	<b>√</b>	1	1	1			1			1	1		1	1		1	1
	Licensing Management		1															
	Loyalty Programs	<b>-</b>	1	1			1		1		1	1	1	1				
	Order Management	_									1		1			1		
	Patient Carelines												-					1
	Patients Follow Up Services															1		
	Post Maintenance Services							1								· ·		
	Post Sales Services		1	1				1										
			,	,				· ·			1	1		1				
	Post Sales Support Resellers Support Line	-	1								•	· ·		•				
			,						1									
	Reservation Lines							1	•									
	Road-Side Assitant Lines					1		*										
	Subscription Management	<b>-</b>	1		1	•	1	1	1	1	1		1		1	1		1
	Surveys Management	<del>-</del>					•	· ·	•	•	•		•		4	•		· ·
	Tele-Collection		,		1	1									~			
	Up-Selling & Cross Selling		1	1	1		1		1		1	1	4	1		1		
	Warranty Services		1									✓		1				
Social Media Services	Communication Management	_	1	1	1	1	1	1	1	✓	1	✓	1	✓	1		1	✓
	Content Management	<b>√</b>	✓								✓		1		✓		✓	✓
	Content Moderation	✓	1						1		1		1		1		1	✓
HRO Services	Payroll Services		1	<b>1</b>	1	✓	1	<b>√</b>	1	✓	1	<b>*</b>	1	✓	1	✓	1	<b>*</b>
	Recruitmenet Management	✓	1	1	1	✓	✓	✓	✓	✓	✓	✓	1	1	1	✓	1	✓
Back Office Services  Digital Services	Activation Services		1															
	Data Entry		1	1	1	✓	1	1		✓	1	✓	1	1	1		1	✓
	Document Management		1	1	1	✓	✓	1	1	✓	1	✓	1	1	1	✓	✓	✓
	Order Management	-√	1			1					1	✓	1	✓	1	1		
	Policy Management			1														
	Data Analytics	✓	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
	Digital Channel Management	✓	1	1	1	1	1	1	1	1	1	1	1	✓	1	1	1	1
	Revenue Generation			✓	1			1				1			1			
Consultation Services	CX Consultation	✓	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
	Organization Structure Design	✓	1				1	1	1		1	✓	1	✓	1	1		1
	Process Optimization	1	1					1	1				1					1
ITO Services	HelpDesk Services	✓	1	1	1		1	1	1		1	1	1	1	1			1
	L2 Support	✓	1				1	1			1	✓		1	1			
	Parking Services	<b>√</b>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
							1											



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