

Service Group	Services	Telecom / Media	High-Tech / Internet	Insurance	Banking & Fin Services	Energy & Utilities	Travel	Automotive	Hospitality	Public Sector	FMCs	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													✓				
	Enrollment 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		✓									✓	✓		✓				
Social Media Services	Communication Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓
	Content Management	✓	✓								✓		✓		✓		✓	✓
	Content Moderation	✓	✓						✓		✓		✓		✓		✓	✓
HRO Services	Payroll Services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	Recruitment 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	✓	✓				✓											