



ResultsCX

Outcome-driven Retail CX Solutions

Want to create next-gen experiences that keep customers coming back?

Modern retail customers expect seamless cross-channel journeys and round-the-clock support. That's not all. They demand secure, personalized experiences. If ever there was a time for a more proactive and unified approach to CX, now is it.

That's where we come in.

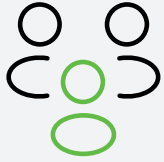
For over two decades, ResultsCX has been helping leading retailers design exceptional experiences and drive high impact outcomes – Revenue Acceleration, Cost Reduction, and Next-gen Experience. Backed by 23,000+ colleagues across 25+ locations, we help brands prioritize CX investments and build digitally-influenced journeys – elevating the customer experience and driving growth.



Strong tenured partnerships with global brands

- ✓ World's largest home improvement retailer with more than 2,300 stores.
- ✓ 7th largest retailer in the US with \$100 Bn revenue.
- ✓ Largest designer, producer, and retailer of footwear and accessories in North America.
- ✓ American footwear company and world leader in casual innovative footwear.

Outcomes delivered



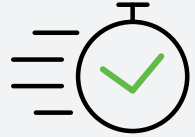
40% reduction in
staff attrition rate



50% monthly
customer retention



67% faster KPI
achievement



20% reduction
in AHT



&

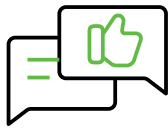


Do more with our secure, compliant CX solutions



**Drive operational
excellence**

- **Increase efficiencies and reduce costs** with RPA, AI, and analytics.
- **Deepen engagement** with intelligent targeting, custom messaging, and multi-lingual capacity.
- **Scale effortlessly** with AI-driven agent hiring and training.
- **Increase customer satisfaction** using self-serve platform.



Deliver truly omnichannel experiences

- **Meet customers where they are**, personalize engagement – across Email, Chat, Text, and Inbound Voice.
- **Empower agents and increase productivity** with in-call- and after-call automation, and Next Best Actions.
- **Understand the voice of customer (VOC), and maximize CLV** leveraging advanced analytics – Speech, Churn, Customer Lifetime Value (CLV), and Retention Analytics.



Accelerate sales and growth

- **Reach the right customer, on the right channel, at the right time** – lean into customer intelligence, customer segmentation, lead qualification, and omnichannel sales.



Service Offerings



Partner Success & Retention

- Seller Support (Cataloguing, Payments, Returns & Refunds)
- Product Support (Private-label & Proprietary Brand Support, Production Volume Surge Support)
- Tech Support (Troubleshooting, Device & App Support)
- Content & Review Moderation
- Image Tagging & Classification
- Data Evaluation & Enrichment
- Data Mining & Cataloguing



Customer Servicing

- Customer Service (Queries, Resolution, Refunds & Complaints, Product Tracking, Presales & Order Placement/Cancellation, Escalation Management)
- Dynamic Agent Training Programs
- KYC & Due Diligence
- Fraud Prevention & Management
- Workforce Management
- Sentiment Analytics
- Call Driver Assessment
- Repeat Call Analytics
- Process Automation & Optimization
- Omnichannel Customer Support



Customer Retention

- Loyalty Program Support
- Customer - Retention - Cross-selling & Upselling
- Customer Churn Mitigation
- Sales Renewals



Lead Generation

- Inbound & Outbound Sales Outreach
- Consultative Sales Program
- Channel Optimization



Set up on Platform

- Account Activation
- Content Management - Support

Why ResultsCX

We partner with some of the most recognizable retail brands, delivering outstanding experiences and receiving accolades such as “**Most Trusted Partner**” and “**Most Innovative Partner**”.

- **Agile and scalable operations** – Sizeable agent pools and proven workforce management model to quickly ramp up or down, and seamlessly manage seasonal spikes.
- **Mature training and quality organization** – AI-driven hiring, training, and agent assist solutions for rapid speed-to-proficiency, brand alignment, and performance.
- **Holistic CX solutions** – End-to-end omnichannel engagement, including social experience management – social listening and response, reputation management, community/content moderation.
- **A consultative approach** – Focus on continually improving business outcomes by delivering resolution-centered CX.
- **Multi-language support** – Customer support capabilities in 16 languages across 50+ countries.
- **Smart back office** – Intelligent automation, document processing, and analytics to drive greater value across the customer journey.
- **Retail fraud prevention capabilities** – Specialized fraud monitoring and prevention services to proactively filter, review, assess, and identify potential fraud.
- **Rigorous security and compliance** – Our operations meet or exceed all major regulatory and security best-practices standards in the industry. Since early 2021, we have been ranked higher than 99% of the largest 1,000 US companies by Bitsight, the global cyber risk management leader.

150 Mn+

Calls handled per year

5 Mn

Automated chats per year

39 Mn

Self-service sessions per year

To learn more about how we can help you drive exceptional customer experiences that build loyalty and drive growth.

Visit our website resultscx.com

