ResultsCX

Outcome-driven
Telecom CX Solutions

Want to wow your customers every day?

The modern telecom industry grapples with numerous customer experience challenges – from servicing complex product/service bundles to delighting fickle customers, and preventing churn. Understandably, delivering seamless personalized experiences, across the customer journey, is emerging as a top priority for businesses seeking to standout in the increasingly competitive landscape.

That's where we come in.

For nearly three decades, ResultsCX has partnered with leading Telecom companies, helping them drive high impact outcomes – Revenue Acceleration, Cost Reduction, and Next-gen Customer Experiences. Our award-winning approach helps brands prioritize CX investments and build digitally-influenced journeys, elevating the customer experience, improving loyalty, and driving growth.

Strong tenured partnerships with global brands

- ✅ Large multi-national telecommunications conglomerate – 15-year partnership managing all their sales channels, including 12 retention and sales LOBs

- ✅ Leading American wireless network provider – 14-year partnership across Tier 1 customer care spanning inbound, outbound, chat, social media, and e-care

Outcomes delivered
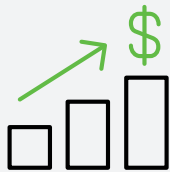
Generated additional **700K** in annualized EBITDA
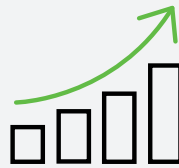
80% more units sold in the first year of the enhanced program

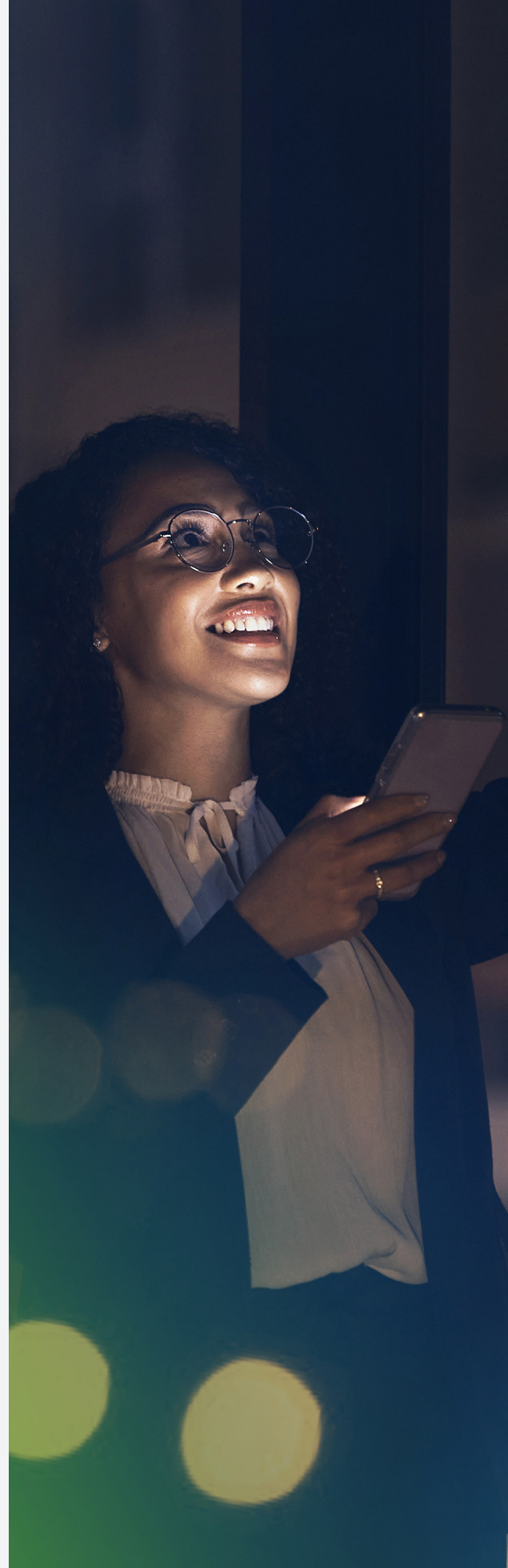**318K** increase in annual revenue without increase in cost of support

60% increase in NPS scores

37% increase in average equipment revenue per sale

**96%** success rate when accessories offered to customers

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.
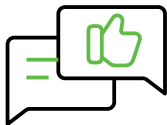
Deliver truly omnichannel experiences

- **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 data analytics – Speech, Churn, Customer Lifetime Value (CLV), and Retention Rates.

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

Customer Servicing

- Customer Service (Queries, Complaints Resolution, Refunds, Service Activation & Installation)
- Workforce Management
- Escalation Management
- KYC & Due Diligence
- Fraud Prevention & Management
- Transaction Reconciliation
- Data Entry & Data Mining
- Order Processing
- Dynamic Agent Training Programs
- Call Transfer Rate Reduction
- Customer Account Management
- Process Automation & Optimization
- Omnichannel Support (Incl. Conversational AI Chatbots)

Lead Generation

- Customer Acquisition
- Sales Renewals
- Inbound, Outbound & Consultative Sales (Upsell and Cross Sell)

Customer Retention

- Loyalty Program Support
- Customer Retention
- Customer Churn Mitigation
- Sales Renewals

Why ResultsCX

As a Customer Experience Management (CXM) leader, we partner with some of the most recognizable Telecom brands, receiving accolades such as **"Partner of the Year", "#1 Partner for Telesales", "#1 Partner Location for Tier 1",** and **"#1 in Client Revenue".**

- **Cost-effective and scalable operations** – Sizeable agent pools and proven workforce management model to quickly ramp up or down, and seamlessly manage seasonal spikes.
- **Innovative training** – 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.
- **Empowered agents** – Our Agent Assist solution SupportPredict leverages Generative AI, automating and optimizing processes, reducing cost to serve, and elevating agent and customer experience.
- **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.
- **Security leadership** – 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 annually | 20+ Clients | 7500+ Agents | 16+ Languages |

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

Visit our website **resultscx.com**

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