

Customer Experience Management Services



FLAGSHIP SOLUTIONS

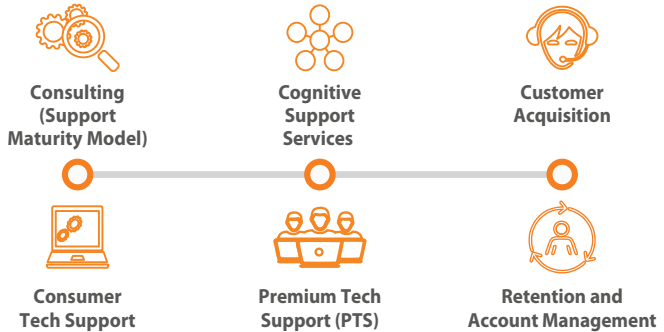
- ◀ **Yodaa - Cognitive Assistant for Customer Engagements**
- ◀ **Active Insights - Cognitive Analytics Solutions Driving Predictability**
- ◀ **GADET - Mobile Solution for Customer Engagement and Self-help**

DRIVE GROWTH AND COMPETITIVE DIFFERENTIATION THROUGH DIGITAL CUSTOMER EXPERIENCE MANAGEMENT

CSS Corp is a global leader in providing Digital Customer Experience and Technology Support solutions. We harness the power of digital technologies to address specific customer engagement needs. CSS Corp acts as a catalyst for growth, enabling organizations to transform from traditional models to new age service models.

We have built our reputation on delivering stellar customer experiences for over 150 clients, including Fortune 1000 companies and many of the world's most respected and recognizable technology brands.

SERVICE OFFERINGS



QUICK SNAPSHOT

All Things CX



Have handled more than 1 Billion Customer Interactions plus Experience in Supporting 1000+ Devices

Pre-emptive Engagements



30% Reduction in Support Volumes through Predictive Intelligence

Operational Excellence



CSAT 90%, FCR 83% and NPS 65%

Global Delivery Operations



16 Centers (Onshore, Nearshore and Offshore), 4 Continents, Support in 25 Languages

OUR STRATEGY

- ◉ Enhancing Customer Experience
- ◉ Building New Revenue Streams
- ◉ Business Process Modernization
- ◉ Improving Operational Efficiency

KEY RECOGNITIONS

- ◉ "Ranked No.1" in HFS Research Cognitive Assistant Services
- ◉ "Leader" in Digital Customer Experience Services by NelsonHall
- ◉ "Key Player" in Customer Management Services in Gartner's Market Guide
- ◉ "Strong Performer" in Forrester Wave for Customer Analytics

CORE DIFFERENTIATORS

