



Engagement Details

Engagement Started From	: 2015
Active (as on 2016)	: Yes
Agreement	: Global/UK/Europe/India
Team Worked	: Europe/UK

Project Details

Servion excels in delivering Customer Interaction Management (CIM) solutions and applications for contact centers, enhancing customer interactions via the phone, email, chat, and social media.

Servion takes a consulting - led approach to optimize customer interaction for its clients, drawing from a proven combination of deep contact optimization experience, business acumen and broad Contact Center technology knowledge. Servion offers solutions across eight segments of the CIM industry (technology consulting, Contact Center intelligence and reports, agent productivity, outbound interaction management, self service, workforce management, quality monitoring, and customer behavior analytics).

Benefits:

Servion's attrition is far lower than industry standards Approximately 30% of the people of this company have been here for more than two third of the life of the company Every year, a select batch of around 35 fresh faced engineers choose Servion over the large brands that visit their campuses for selection Ex-employees remain connected and affirm that their experience in Servion is equal in learning to double the tenure anywhere else.