



The future of outsourced customer service!

At SYKES, we believe that for many people working from home is the future.

Delivering a highly flexible solution to many business needs, SYKESHome is outsourced customer support that makes it happen.

It offers a range of benefits to clients, from ramping up and scaling back support at different times of year, to having access to native language specialists.

The SYKESHome Solution

SYKES is at the forefront of making home-working an attractive proposition both to our clients and for the individuals that want to work from home.

With a focus on finding the right people and providing comprehensive training in pursuit of the highest standards of service excellence, SYKESHome is driving the future of customer service outsourcing.

It allows us to attract great talent from across Europe, and agent feedback tells us that the opportunity to work from home positively impacts their lives.

And this positive feedback is reflected in the great work they do for our clients.

SYKESHome Delivers

At SYKES, customer service performance is carefully monitored as we constantly look for ways to improve.

The SYKESHome solution is no different and, with talented and committed agents, service performance is outstanding.

For example, for overall quality, SYKESHome generally scores several percentage points higher than in-centre teams.

That's true also for other specific performance measurements, including Net Promoter Score (NPS) and First Contact Resolution (FCR).



The SYKESHome Advantage

Home-based agents generally handle higher call volumes, and this higher productivity ‘therefore’ offers better value for money to clients.

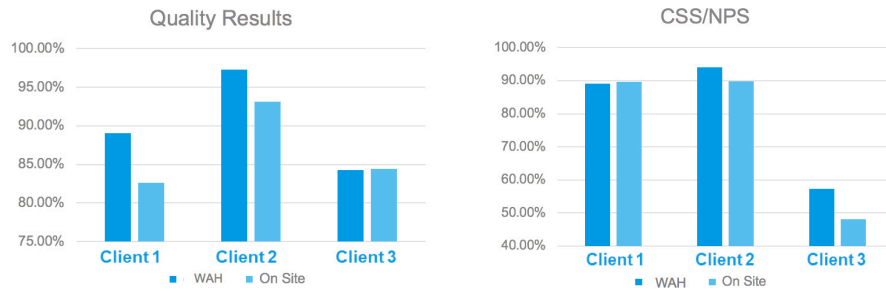
In addition, we’ve found that work-at-home agents can significantly reduce Average Handling Time (AHT), providing another cost benefit.

And for those unsociable shifts at night and over weekends, SYKESHome gives cover without the commute.

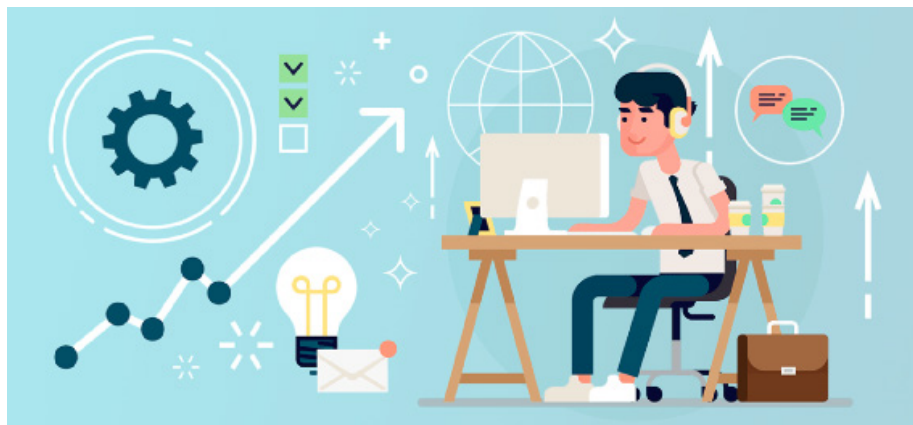
The SYKESHome Partnership

We’re extremely proud of all of our people, and not least our home-based colleagues who deliver outstanding performance.

That’s down to the quality training they receive, coupled with their talent and commitment.



Overall quality and Net Promoter Score (NPS) performance measurements



At a glance

Seasonal Ramps



Scheduling Efficiency



Cross Border Recruitment



Multilingual Support



Customer Affinity



Cultural Alignment

