

SIGMA9CX : YOUR Gateway to Success

At Sigma9 CX, we believe in the power of good advice. Our team of experts are here to help you take your business to the next level.

www.sigma9cx.com

letstalk@sigma9cx.com





CUSTOMER EXPERIENCE SOLUTION

*Sigma9cx is a leading
provider of contact center
relationship management
service*

CORE VALUES

1. Transparency
2. Integrity
3. Data Driven
4. Customer Obsessed
5. Innovation
6. Teamwork
7. Ownership



WHY CHOOSE US

At Sigma9 CX, we are passionate about helping businesses succeed. Our team of experts has years of experience in business consulting, finance, and accounting. We are committed to providing our clients with the best possible service and helping them achieve their goals.

At SIGMA9 CX, our team is our greatest asset. We take immense pride in our pool of highly skilled professionals who are passionate about delivering exceptional customer experiences. Our agents undergo rigorous training to stay up-to-date with the latest industry trends and best practices, ensuring that they represent your brand with the utmost professionalism.





OUR VISION AND MISSION

Sigma9 CX

OUR VISION

At SIGMA9 CX, our vision is to become the Industry's benchmark for customer experience excellence. We aspire to be recognized as the go-to partner for businesses seeking to elevate their customer interactions and create a positive brand reputation.

OUR MISSION

Our mission is simple yet powerful - to empower businesses to surpass customer expectations through strategic and empathetic customer engagement. We strive to be at the forefront of innovation, leveraging cutting-edge technology while upholding the timeless value of genuine human connections.

SERVICES

INBOUND CALL CENTER



- Customer support
- Technical Help Desk
- inquiry Handling
- Call Answering
- Toll Free Services
- Product information request

OUTBOUND CALL CENTER



- AppointmentScheduling
- InformationVerification
- SoftLeadGeneration
- CustomerSurvey
- Telemarketing
- ThirdPartyVerification
- Debt Collections and Recovery

WEB ENABLED SERVICES



- OrderTaking
- BillingQueries
- EmailSupport
- ChatSupport
- MarketResearch
- ProductPromotion



Results You Want

No matter if your goal is market expansion, digital optimization, or engagement, our team is dedicated to transforming your customers into passionate brand advocates by consistently surpassing their expectations.

**GET
SET
GO!**

Opportunity Identification

- Evaluate Capabilities
- Cultural fit

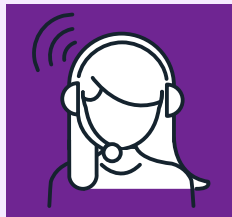


Solution Identification

- Process Assessment
- Migration strategy

Process Transition

- Seamless Migration
- Operating Model



Service Delivery

- Monitor Results
- Continuous Focus

Customer Satisfaction

- Customer Scocard
- VOC - (Voice Of Customer)



STEP BY STEP RIGORUS PROCESS

CASE STUDY

Enhancing Customer Support for a Leading E-commerce Platform

Client Background

Sigma9 CX partnered with a prominent e-commerce platform, a leader in the industry, with a vast customer base spanning various regions. The client aimed to elevate its customer support services to deliver a superior experience and address regional language barriers.

Challenges

The client needed a solution to enhance customer support for its extensive customer base. Language diversity and personalized support were critical needs, especially in regions across India. The client wanted to reduce the number of consumer complaints and ensure high customer satisfaction.

Sigma9 CX's Solution

Sigma9 CX set up a multi-faceted approach to address these challenges:

- Localized Support Centers
- Personalized Services
- 24/7 Availability

Results

Sigma9 CX's solution led to substantial improvements
Improved Customer Satisfaction: The localized support centers enhanced the overall customer experience, resulting in higher customer satisfaction rates.

Reduced Complaints: With more accessible and personalized support, the number of consumer complaints decreased significantly.

Millions of Satisfied Customers: The client benefited from the partnership by having millions of satisfied customers contributing to its brand reputation and growth.



KEY DIFFERENTIATORS

Elevating Your Business with Distinctive Excellence



Tier III Data Centers: Elevating uptime to an impressive 99.95%, ensuring your operations run without a hitch.



Cutting-Edge Infrastructure: Our unwavering commitment to state-of-the-art technology and infrastructure sets us apart.



Ironclad Security: We take protecting your sensitive data to the next level with advanced security measures.



Competitive Value: Offering you unmatched returns on investment through smart and cost-effective pricing.



Round-the-Clock Support: Our dedicated expert team is at your service 24/7, guaranteeing uninterrupted business operations.



Professional Expertise: Our team doesn't just meet standards; they set them. Your success is our mission.

CERTIFICATIONS

ISO

SRTIP

COPC

GLOBAL FOOTPRINT



INDIA

- 2nd Floor Above Al-bek Restaurant, P&T Colony, RT Nagar, Bengaluru, Karnataka 560032

UAE

- Block B, Office - B29-002 Sharjah Research Technology and Innovation Park (SRTIP) - United Arab Emirates



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