

Redefining Customer Experience with Straive Expertise



Modern customer services thrive on automation or technology-intensive activities. However, most companies face various barriers when engaging with their customers. The sheer scale and range of activities involved in modern customer services like – chatbots, self-service, predictive dialing, analytics, etc.– are bewildering for many companies. The results are lost opportunities to grow revenues and poor user experience for customers. Thus, despite investing heavily in customer services, companies fail to ensure foolproof customer journeys.

Straive’s customer experience offerings address the need to plug gaps in user experiences.



Fulfilment & Back-office

We deliver millions of transactions across various back-office activities by leveraging smart technologies to process transactions efficiently.



Digital Product & Technical Support

We provide multi-tier technical product support, from resolving standard procedure issues to more complex troubleshooting.



Lead Generation & Retention

We assist customers in creating value propositions to enhance brand and revenue potential through customer acquisition, account migration, etc.



Data Management

We help customers to organize, manage and control their datasets to develop model, create rules and run analytics to draw insights.

Our current multi-channel and multi-touch customer experience expertise are built on robust business fundamentals.

Years of Experience

Providing customer support services for **15+ years** with **24 x 7** coverage

Domain experts from various market segments (Education, STM & Academic, Legal, BFSI, Risk & Compliance, Real Estate, Media)

Markets

Domain

Leverage the knowledge and experience from **end-to-end content** life cycle into customer support services

Multi-tier customer support: Level 1, 2 & 3 leveraging subject matter expertise

Multi-tier

Technology

Leveraging technology including **AI, ML and data analytics** for faster decision making, data transformation and agent calibration

Experience in handling **seasonal volume variations** with scale using multiple CRM, IT infrastructures, Security Compliances to quickly ramp/scale up support services

Scale & Seasonal

Model

Replicating clients' processes and procedures in Strave environment through **collaborative & partnership model**

Straive provides customer support services with a strength of 1,300+ support agents coming from diverse industries.



Multi-channel:

Deliver seamless and consistent messages through different channels such as phones, chat, emails, web form/tickets, SMS, social media, and one-to-one screen sharing sessions.



Multi-location and Coverage:

Global footprint across 5 countries with over 7 languages.



Customer Contact:

Proactive outreach and inbound and outbound conversations with customers.



Best in Class:

Structured onboarding model and knowledge experts from Training, Quality, Workforce and Operations management teams.



Language Certification:

AI-powered Language Certification aligned with CEFR standards.



Social & Community Support:

Supporting compliance of content submitted across social media and community management platforms with the defined site policies.

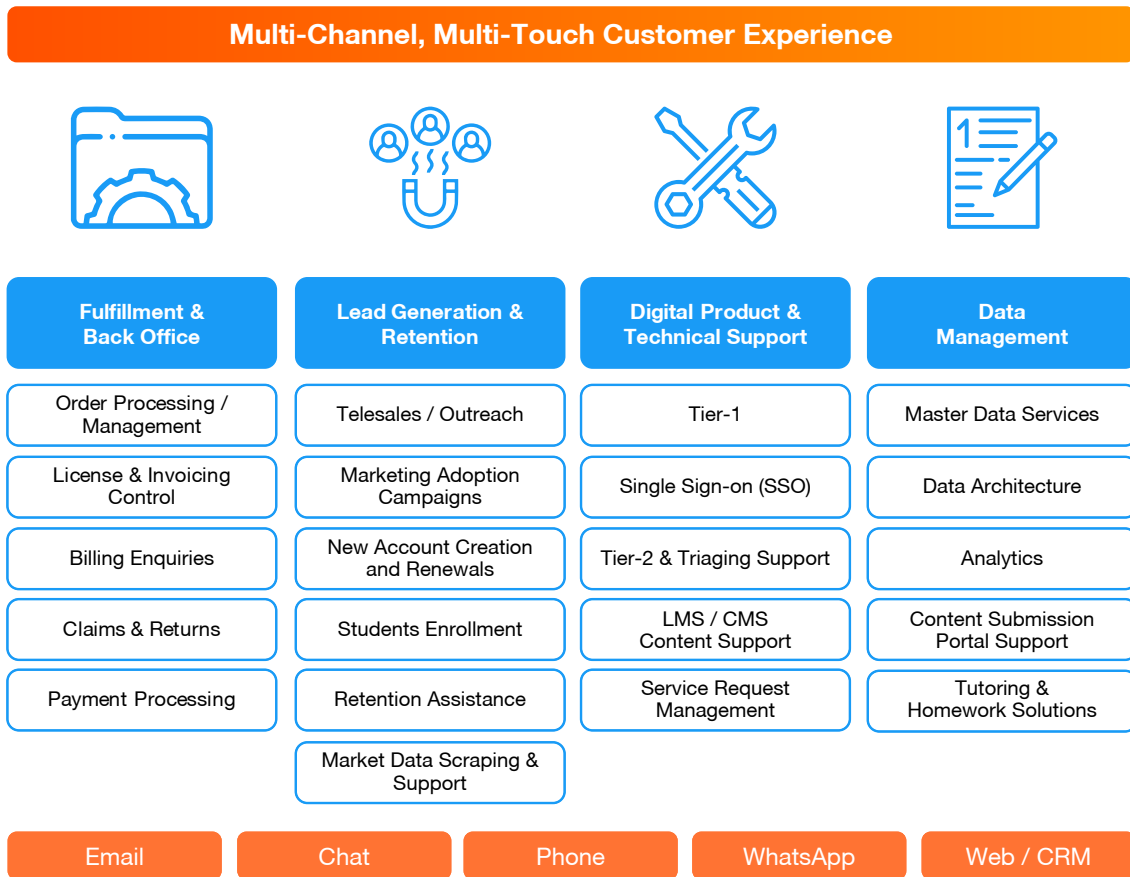


AI & ML Support:

Enabling relevant, personalized content experience by using advanced AI & ML technologies

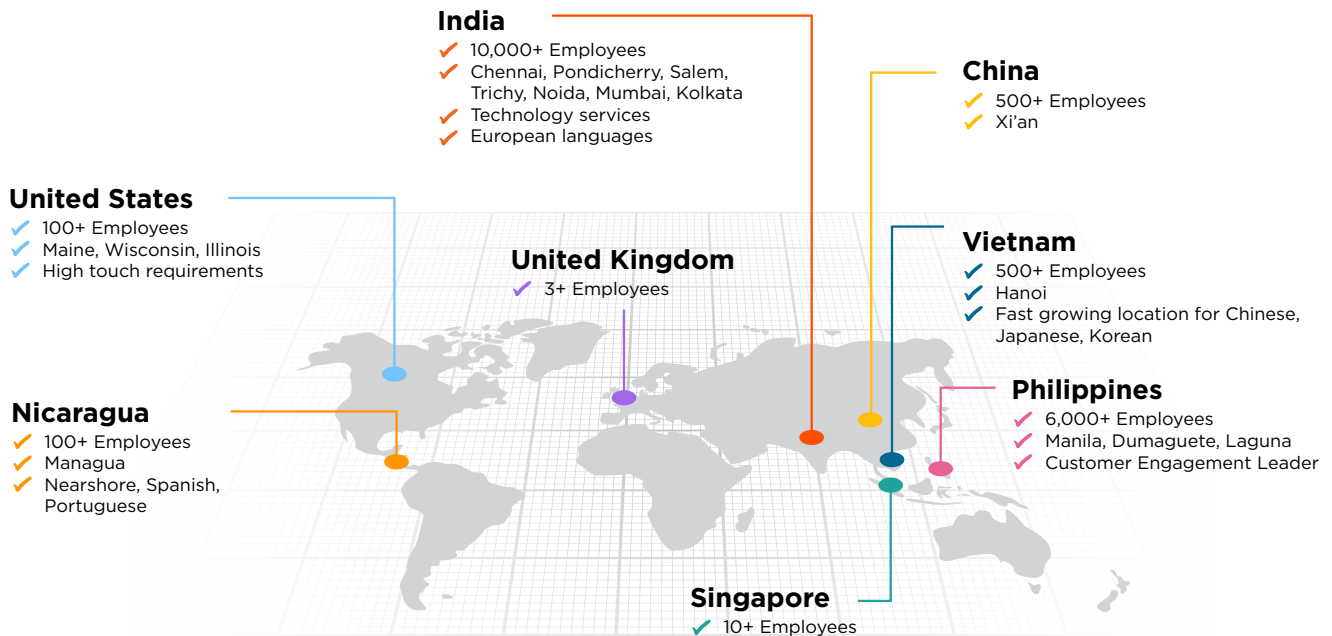
Straive leverages technologies including AI, ML, and data analytics to ensure faster decision making, data transformation, and agent calibration. Leading companies use our capabilities and expertise to enhance user experiences.

Our flexible operating model supports a volume of seasonal variations. Apart from our multi-tier support, we can quickly scale to meet customers' expectations.



With Straive, the world is your marketplace

Our multilingual customer support spans across the globe and covers major world languages. Straive's services reach customers in many parts of the world in the local languages, offering a personal connection with your customers.



Why Trust Straive

Actions speak louder than words. Our track record shows why customers trust Straive.



Customers: 100+



Sectors

Financial Services, Information, Education, Media & Entertainment, Lifesciences



Employees: 16,000+



Delivery Centers (8 Countries)

USA, India, Philippines, Vietnam, Nicaragua, China, UK and Singapore



Languages Supported

English, Spanish, Portuguese, French, German, Mandarin, Cantonese, Japanese, Korean, Thai, Vietnamese, Filipino, Hindi, Telegu, and Tamil

And the series of **industry awards** stands testimony to our expertise.



Technology Company
of the Year (2020)
by Asia CEO Awards



Ranked as a Leader for AI
Solutions in CIO Advisor -
Asia Pacific 2018



Solution Winner for Process
Innovation Challenge at
Silicon Valley 2019



Top 20 Most Promising Big
Data Solution Providers - 2020
By CIO Review



Ranked as a Leader in
The Silicon Review
50 Smartest
Companies, 2018

Contact us to know more for an empowered customer service portfolio.



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