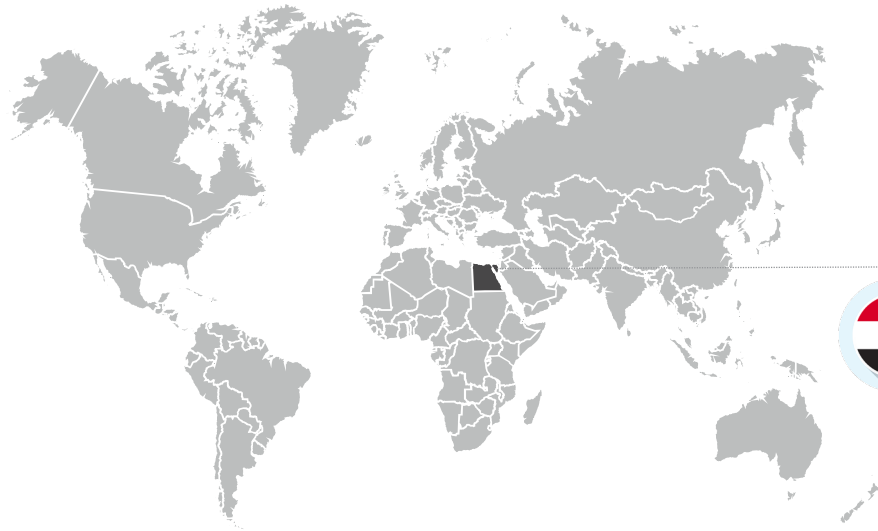



EGYPT Fact Sheet



Egypt

-  Clients: 6
-  Employees: 390
-  Seats: 520

SUMMARY



Operational since 2010



Sites: 1 (Cairo)



Size: 35,844 square feet
3,330 square meters



Agent capacity: 520 seats



Hours of operation: 24/7

VERTICAL INDUSTRY FOCUS



TECHNOLOGY
100%

TOP SUPPORT CHANNELS



EMAIL
47.7%



VOICE
47.6%



CHAT
4.7%

Contact Type % of Headcount	
Customer service	33.3%
Back office	27.8%
Social media	24.1%
Technical support	13.0%
Collections	1.2%

Languages % of Headcount	
English	29.4%
German	20.1%
Dutch	13.7%
French	11.3%
Turkish	6.8%
Arabic	6.8%
Italian	5.4%
Spanish	3.6%
Portuguese	2.9%

Regions Served % of Headcount	
EMEA	100%

SYKES
Gives Back

CORPORATE & SOCIAL RESPONSIBILITY

We proudly participate in and support several community initiatives around the world. From promoting local exercise programs to providing clinical health services and more, we understand the importance of giving back.

SYKES has devoted the past 40+ years to “People Serving People.” This is a commitment we extend to our shareholders, clients, employees and communities alike.

