

# NORWAY Fact Sheet



## Norway

- Clients: 1
- Employees: 207
- Seats: 156

## SUMMARY



Operational since 2006



Sites: 1 (Bergen)



Size: 8,654 square feet  
803 square meters



Agent capacity: 156+ seats



Hours of operation: 24/7

## VERTICAL INDUSTRY FOCUS



COMMUNICATIONS

100%

## TOP SUPPORT CHANNELS



CHAT

50%



VOICE

50%

Contact Type % of Headcount	
Customer service	20%
Technical support	20%
Back office	20%
Sales	20%
Social media	20%

Languages % of Headcount	
Norwegian	100%

Region Served % of Headcount	
EMEA	100%

## 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.



## AWARDS

- 2016
  - Kundeserviceprisen: Norway Customer Service Award
  - Norway Call Center Dagene: Norwegian Customer Service Award for TV Customer Service
- 2015
  - Norwegian Customer Service Award in the broadband category
  - 3rd place in TV Customer Service for a communications client