

SWEDEN Fact Sheet



SWEDEN

- Clients: 7
- Employees: 954
- Seats: 1,225

SUMMARY



Operational since 1996



Sites: 5 (SYKESHome)



Size: 134,779 square feet
12,521 square meters



Agent capacity: 1,225+ seats



Hours of operation: 24/7

VERTICAL INDUSTRY FOCUS



COMMUNICATIONS
39.4%



TECHNOLOGY
28.4%



TRANSPORTATION & LEISURE
23.2%



RETAIL
9.0%

TOP SUPPORT CHANNELS



VOICE
36.9%



EMAIL
33.1%



CHAT
30.0%

Contact Type % of Headcount	
Customer service	44.6%
Technical support	18.9%
Sales	17.7%
Back office	16.8%
Social media	2.0%

Languages % of Headcount	
Swedish	31.7%
English	25.9%
Norwegian	21.9%
Danish	10.4%
Finnish	10.1%

Region Served % of Headcount	
Europe	61.4%
Nordics	38.6%

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 Best Consumer Support Site Award from a major technology client