

BUILDING BETTER AGENTS WITH AI

AI-Enabled Hiring, Training & Coaching

With the application of SYKES AI, agents become proficient faster through personalized training, talent acquisition and management solutions. Deeply focused on the employee experience, we find and cultivate better brand advocates for more meaningful interactions.



Using AI, new hires are ready to field real calls 4 times faster with similar or better results than traditional classroom training.



DIFFERENTIATORS

What makes us unique?

We've evolved beyond the classroom to include personalized training to keep our agents at the top of their game. SYKES AI gathers conversation data from thousands of interactions to build interactive, virtual customers that train agents faster and more effectively.

SYKES accelerates success with:

- ✓ **Future of Learning Accelerator**
- ✓ **Simulator development**
- ✓ **Tailored curriculum design**
- ✓ **Personalized agent micro-training**
- ✓ **SYKES knowledge bot**

BENEFITS

What does this mean for you?

Expertly-trained, qualified agents are integral to our mission to create caring interactions for our brand partners. By applying artificial intelligence and automation technology to agent training, we field more experienced brand advocates with better performance outcomes faster and at a reduced cost.



1. Talent Acquisition

- Centralized leadership and training
- Talent search and workshops
- Learning redesign and optimization

2. Advanced Training

- Precision coaching
- Learning media production
- Simulated experiences

3. Ongoing Education

- Continual tailored training
- Alignment refreshers
- Interactive knowledge base