

# Atos Customer Services & Call Center Portfolio

**Atos**

# Atos Customer Services Turkey



**25 years** in the country and in service export mode to different geographies

**NPS of %100** in each half a year

**Best in class employees** selected in 15 consecutive years at the countrywide competition

Best in class **data security**

**3** different **Contact Center** locations in Turkey



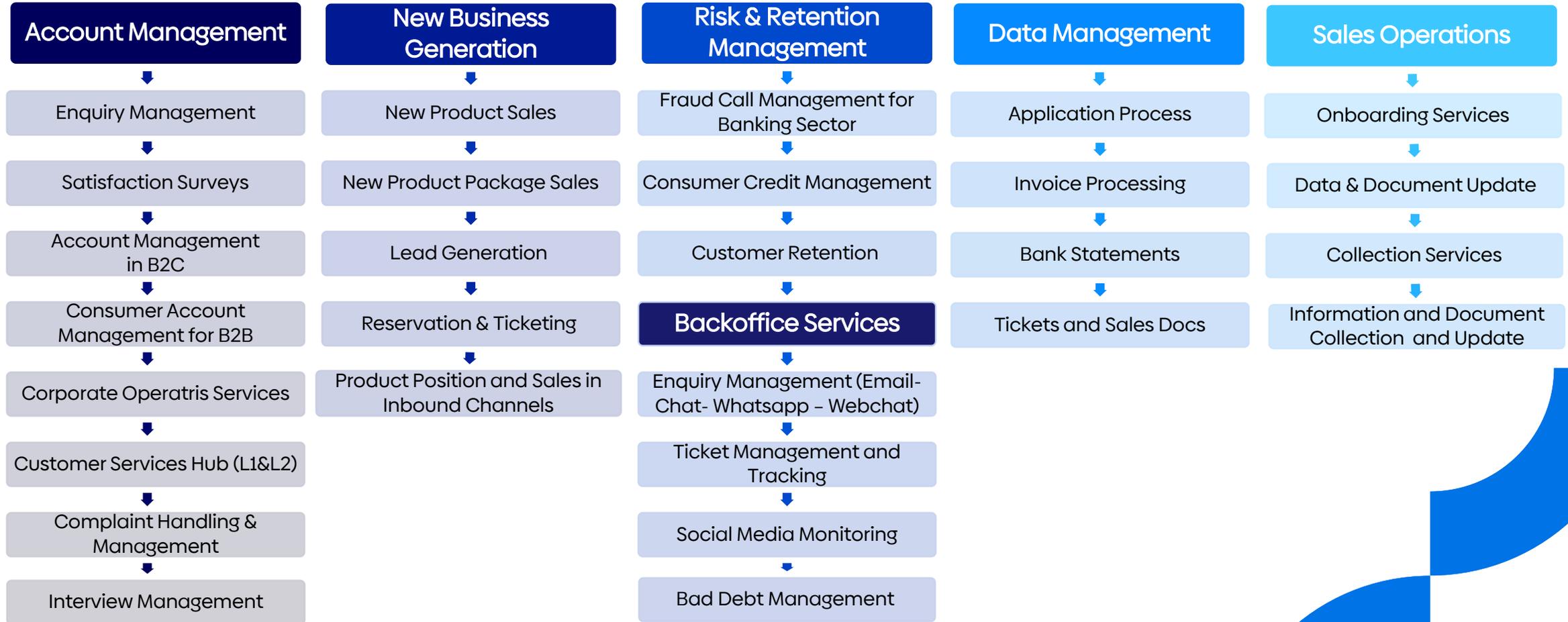
# Atos Customer Services ID Card

At a glance..



# Our Offerings

## Contact Center and Document-Processing-Based Services



# Channels and Technologies Utilized in Customer Service

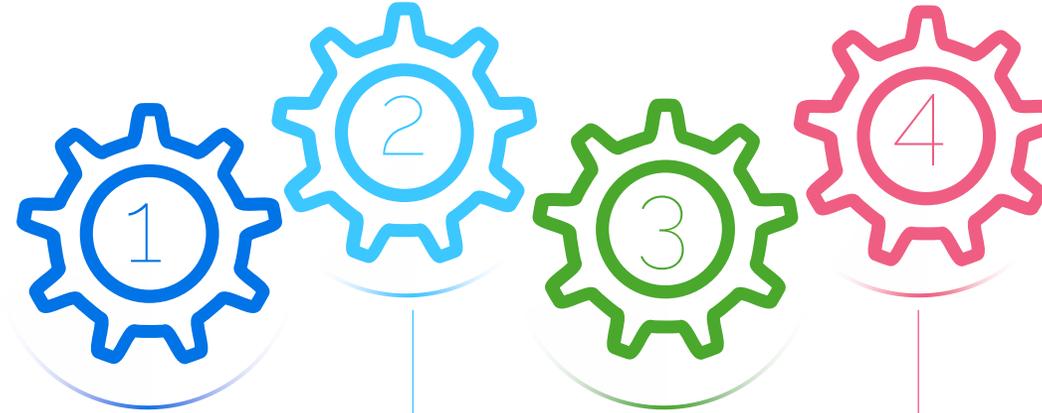
## Omni-Channel-Based Approach



IB & OB Voice Support 	Automatic Call Distributor 	KYC & KYB 
Web and Live Chat 	Preview, Progressive ve Predictive Dialers 	Omnichannel Techs 
Email & Social Media Management 	Voice Logger 	
Mobile SMS, Text and IVR Service 	Analytics based Reporting 	
RPA & AI 	Speech Analytics 	

# B2B and Large Client Management Services

End-to-end customized customer experience services for your organization's differentiated customer groups such as VIP, B2B, dealer channel etc.



## Lead Generation

- KVKK Approved Corporate Data Usage
- Potential Customer Identification Searches

## Customer Acquisition

- Lead Generation Calls
- Company Searches
- Contract Submission
- Document Collection
- Digital Customer Acquisition (KYC&KYB)

## Portfolio Management

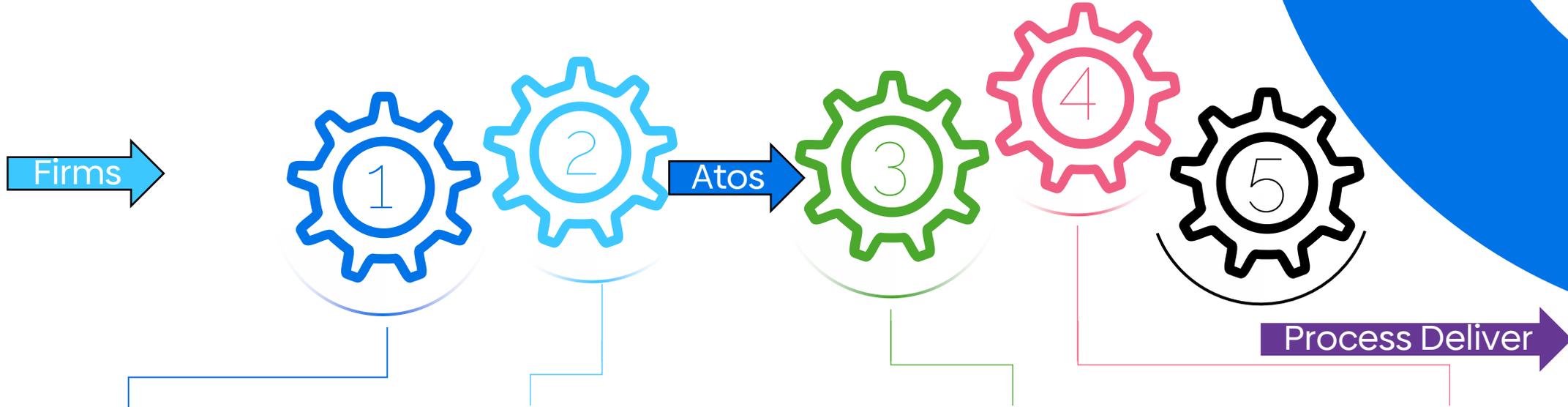
- Contract and Commitment Tracking
- Welcome and Satisfaction Calls
- Cross Product Sales
- Sectoral Information Calls
- Collateral, Collection and Payment Follow-up
- Request and Complaint Management

## Churn Management

- Preventive Searches
- Special Discount and Service Calls

# KYC & KYB Services

## Dynamic KYC process management



### KYC & KYB Apply

- Merchant or special applications were taken by the firm
- Inquires collected by firm's method
- Collection of relevant documents by clients'

### Document Control

- Ident Number
- Name-surname
- Telephone Number
- E-Mail
- Tax Number (TC citizens)
- Corporate Number
- Tax Paper
- Official Executive License

### Inquiry and Verification Process

- Progression step for identified contacts
- Identify tools such as video, call, and automatic
- "CreateCompanyIdent" designated and process start

### Atos Verification Metrics

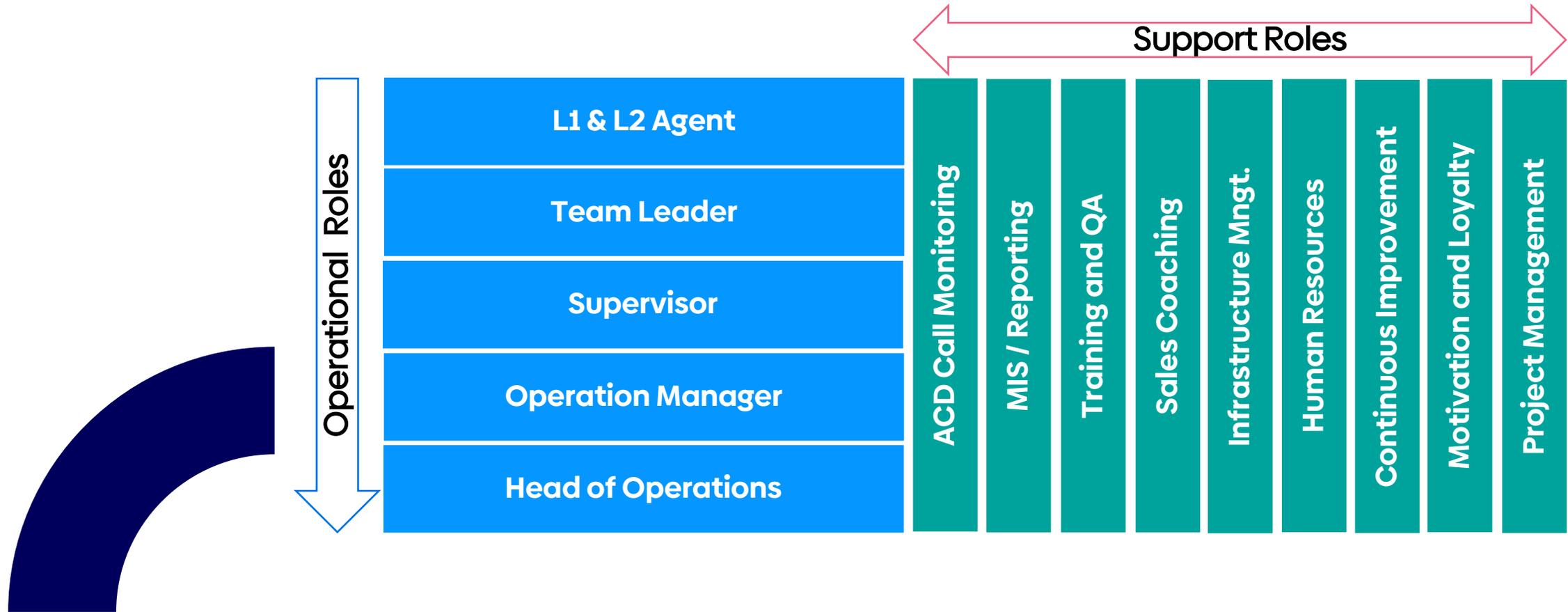
- **Representative;** Partner, Executive Member
- **Form of Authority;** Individual, Joint
- **Firm Information;**
  - Firm type
  - Firm Name
  - Tax Number
- Corporate Logs for Firm
- Tax Documents

# Roles and Support Functions

## A Multi-Disciplinary Approach



Atos has a strong, experienced, and progressive operational management hierarchy. Each level in this hierarchy has an outstanding experience in their own subject of expertise.



# Best in class data security

World-class security and data privacy standards



1

Audited by 5 different banks every year

2

Auditing focused on data security, GDPR and quality processes

3

Some audits conducted by third party auditors

4

Result: Zero incompliance



# International Awards & Certifications

## Proud Moments from 2022 & 2023



- Company of the Year Award (GOLD) - 2022
- Best Achievement in Customer Satisfaction (SILVER) - 2022
- Best Achievement in Customer Interaction (GOLD) - 2022
- Best Customer Services Management, Planning, and Innovation of the Year (SILVER) - 2022
- Call Center Solution of the Year (SILVER) - 2022



- Company of the Year Award (GOLD) - 2022 / 2023
- Best Customer Satisfaction of the Year Award (SILVER) - 2022
- Best Call Center Team of the Year Award (BRONZE) - 2022
- Customer Service Team of the Year (SILVER) - 2023
- Best Achievement in Customer Interaction (GOLD) - 2023



- Number 1 in Customer Satisfaction at Atos TechFounders



- Great Place to Work Certification by GPTW Institute
- Turkey's Best Employers™ 2023

# Our Contact Center Client Base in Turkey

Different Industries, Global Companies, Long Customer Loyalty, Variety of Services



 <p><i>Since 2010</i></p> <p>Private pension policy sales and marketing</p>	 <p><i>Since 2007</i></p> <p>AMEX and other credit sales, 2nd and 3rd retention processes</p>	 <p><i>Since 2019</i></p> <p>Credit based product sales</p>	 <p><i>Since 2009</i></p> <p>Customer care services, sales and marketing processes for credit-based products</p>	 <p><i>Since 2011</i></p> <p>Sales and marketing activities for credit-based products, retention processes</p>	 <p><i>Since 2023</i></p> <p>Sales and marketing activities for insurance products</p>
 <p><i>Since 2013</i></p> <p>Customer care, product sales, collection &amp; BO services</p>	 <p><i>Since 2013</i></p> <p>Customer care, product sales, collection &amp; BO services</p>	 <p><i>Since 2022</i></p> <p>Outbound Product sales</p>	 <p><i>Since 2021</i></p> <p>WebChat based Client Services</p>	 <p><i>Since 2023</i></p> <p>Outbound, Appointment Procedures</p>	 <p><i>Since 2023</i></p> <p>Inbound &amp; Back Office Services</p>
 <p><i>Since 2015</i></p> <p>B2B customer care services, upsell &amp; cross sell, collection services (Turkey &amp; Benelux)</p>	 <p><i>Since 2022</i></p> <p>Customer care and Inbound calls</p>	 <p><i>Since 2003</i></p> <p>Document processing services</p>	 <p><i>Since 2003</i></p> <p>Operatris and customer care services</p>	 <p><i>Since 2020</i></p> <p>New customer acquisition services</p>	 <p><i>Since 2020</i></p> <p>New customer acquisition services</p> 

# Our Contact Center Experience in Government & Public Sector

## Experienced in Nation-wide Citizen Experience & Support



### Countries

- ▶ Turkey

### Call Types

- ▶ Inbound operations for 118 Unknown Numbers
- ▶ Inbound Calls
- ▶ Customer Enquiry Service

### Countries

- ▶ Turkey

### Call Types

- ▶ Inbound operations for ADSL Hotline,
- ▶ Inbound Calls
- ▶ Backoffice Services
- ▶ Customer Care
- ▶ Appointment Setting
- ▶ Technical Support

### Countries

- ▶ Northern Cyprus

### Call Types

- ▶ Inbound Calls
- ▶ Ticketing Service
- ▶ Customer Care
- ▶ Reservation Calls
- ▶ Complaint Management

### Countries

- ▶ Turkey
- ▶ A brand of Turkish Airlines

### Call Types

- ▶ Inbound Calls
- ▶ Ticketing Service
- ▶ Customer Care
- ▶ Reservation Calls
- ▶ Complaint Management

# Our Call Center Global Client Base

## Supporting Different Geographies & Multiple Languages



### Countries

- ▶ Germany

### Call Types

- ▶ Outbound Calls
- ▶ Creating new member registrations



### Countries

- ▶ Germany

### Call Types

- ▶ Outbound Calls
- ▶ Appointment Setting
- ▶ Data Provision
- ▶ Inbound Calls
- ▶ Backoffice Services and Email



### Countries

- ▶ Germany

### Call Types

- ▶ Outbound Calls
- ▶ Appointment Setting
- ▶ Inbound Calls
- ▶ Backoffice Services and Email



### Countries

- ▶ Hungary
- ▶ Croatia
- ▶ Romania
- ▶ Czech Rep.
- ▶ Slovakia
- ▶ Bulgaria

### Call Types

- IT help desk service for end-users
- ▶ Complaint Mng.
- ▶ Technical Supports



### Countries

- ▶ UK
- ▶ Germany

### Call Types

- ▶ IT help desk service for end users
- ▶ Ticket Mng.
- ▶ Call back service for end-user complaints



### Countries

- ▶ Bulgaria
- ▶ Netherlands
- ▶ Belgium
- ▶ Luxemburg

### Call Types

- ▶ Account management
- ▶ Portfolio Mng.
- ▶ Complaint Mng.
- ▶ Creating new sales prospects
- ▶ Contract Renewals



### Countries

- ▶ Egypt
- ▶ Russia
- ▶ Ukraine
- ▶ Morocco
- ▶ Kazakhstan

### Call Types

- ▶ E-commerce and retail customer management
- ▶ Delivery tracking
- ▶ Complaint management
- ▶ Email management

# Thank you!

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