

Land Transportation BPO Services

Digital Customer Experience
for Rail and Road

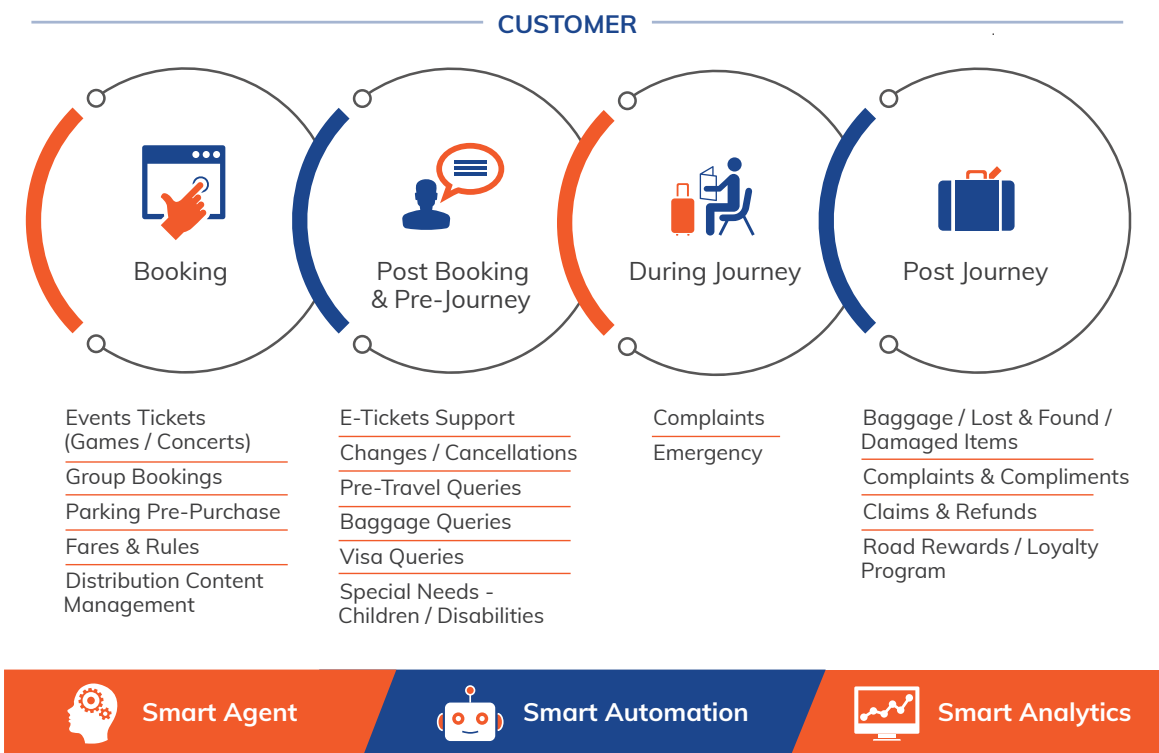




Road and Rail Transportation companies are adopting new technologies and channels in customer contact centers. Importance of data and automation is evident to empower agents for a personalized conversation leading to higher C-SAT.

IGT Solutions trusted for over 20 years in the Travel and Transportation industry brings exceptional customer experience through CeX3.A. It is a perfect balance of Smart Agents, Smart Automation and Smart Analytics in a contact center environment. CeX3.A is helping brands create a superior customer experience and achieve higher operational efficiency at a reduced cost.

We hold breadth of knowledge and experience in providing front-office and back-office support services across the value chain.



Why IGT?

- Over 20 years of Travel domain experience in simplifying customer interactions through integrated BPM, Technology and Digital Services & Solutions.
- Managing highly differentiated customer experience for 75+ marquee brands globally.
- Employs 13,500+ customer experience and technology specialists in 19 state-of-the-art delivery centers across five continents.