



Where irresistible culture connects with smart CX Technology

Presented by

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Headquarters
200 Central Ave 7th Floor, St. Petersburg, FL 33701

Website
www.iqor.com

Clients
200+

2021

Our Amazing Work in
Office & Work at Home
Agents

35k

CX Private Cloud
Technology Platform Tools
that support our Team

25

About iQor

At iQor our 35,000 amazing employees spanning 9 countries are passionate about delivering an outstanding Omnichannel customer experience for brands across the globe. Harnessing intelligent CX technology that can scale teams anywhere, our BPO solutions create happy employees and delighted customers. Our irresistible culture results in a smile with each interaction to create optimal customer experiences. We enable diverse teams to scale our BPO digital solutions from local to global to create the CX experience brands demand to win and keep customers. Read, see, and hear more at iQor.com.

Engage with Customers in Their Preferred Channels using Our CX Private Cloud Technology Platform

We provide on-demand scalable and secure digital customer support services for your customers. We offer Voice, Email, Live Chat, SMS and Social, deploying our full suite of CX tools including speech analytics, robotic process automation and machine learning to impact metrics important to you. Our CX model provides ease of integration, omnichannel optimization, customization and operational excellence while delivering greater employee and customer satisfaction and retention.

Communication Media & Technology

- Communications
- Cable / Satellite
- High Tech
- Streaming Services
- Media & Entertainment

Health & Public Sector

- Payor
- Provider
- Medical Devices
- Public Sector (Exchanges, Federal, State & Local, Education)

Financial Services

- Banking
- Insurance
- Payments
- Cryptocurrency

Diversity

- Automotive
- Travel & Hospitality
- Retail and e-Tail
- Catalog
- Energy
- Utilities
- Emerging Industries

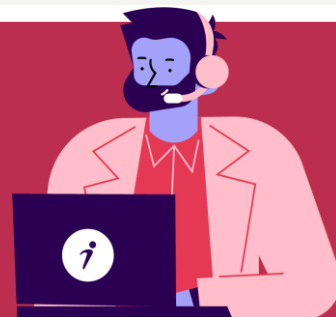
9

50 Global Sites
in 9 countries



7

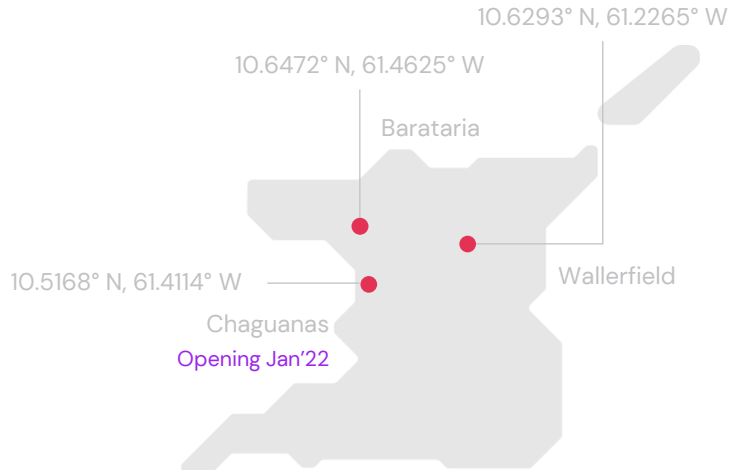
Irresistible Culture
& 7 iQorian Values
That Guide Us



Trinidad & Tobago – 3 Sites

Trinidad and Tobago provides an effective and reliable solution for servicing our partners customers and our partners love doing business here. iQor has operated in Trinidad since 2015 launching our first site in the Tamana Intech Park and then second site in Barataria. Due to its popularity and success, we are launching a third Trinidad location in January 2022.

With infrastructure development fueling the Trinidad and Tobago economy, the islands are perfect for BPO services – both voice & digital support. Trinidadians are both well-educated and suited to provide an excellent customer experience. Trinidad is less than four hours from Miami, Florida and our locations are convenient to the airport, hotels, and several colleges/universities. Trinidad is south of the hurricane belt, ensuring safety of our local iQorian's and lowering the chance of downtime.



SQUARE FEET

125,000

SEATS

2,000

WORK AT HOME

70%

LANGUAGE

ENGLISH



The iQOR logo is displayed in a white, italicized, sans-serif font.

Thank you!

www.iQor.com

A red circle containing a white capital letter 'A' is positioned in the bottom right corner of the slide.