



SYKES Self-Service Europe

SYKES Self-Service Europe provides a comprehensive solution to businesses that need straight forward self-serve tools for customers.

Customers are extremely willing to self-serve online when they are given efficient, simple and consistent tools. This can benefit businesses greatly as customers take control of resolving their own problems and find the solutions or answers they need.

With mobile devices and fast internet connection at the forefront of communication, customers' service expectations are higher than ever, and they expect to be able to self-serve easily.

Providing your customers with interactive tutorials, one-click-fix and remote diagnostics goes beyond solving the initial issue. It will improve the overall service experience, which in turn has a positive effect on customer perception of your business.



At a glance

Customer Satisfaction



Fewer Calls to Customer Care



Increased Website Traffic



Easy for Users



Mobile Friendly



Continuous Improvements





SYKES Self-Service Europe provides:

✓ Customer Satisfaction

Giving your customers what they need online is convenient for them and simplifies their service experience. The 24/7 access to interactive tutorials enables problem resolution on any device, at any time. This results in higher Problem Resolution Rates and Net Promoter Scores.

✓ Fewer Calls to Customer Care

Customers self-serving on your website reduces agent-assisted interactions. SYKES Self-Service is a fully outsourced solution, doing the work for you and your customers, so you don't have to worry about lack of resources.

✓ Increase Website Traffic

Customers naturally search for answers online. With your support, they will be drawn to your website to find the best possible support experience. Tracking consumer traffic in the analytics dashboard highlights what customers need, providing you with data that drives consistent and effective support.

Why SYKES Self-Service?

This solution allows your customers to choose the when, where and how of self-service. They receive 24/7 support through a convenient channel for their situation, whether accessing from a personal computer or mobile device. Picture-based tutorials, one-click-fix and remote diagnostics help to resolve complex issues and educate customers about new functions effectively.

Customers feel happy and accomplished when they self-serve successfully, and our dashboard analytics provides ongoing improvement opportunities, so you provide the best possible service at all times.

As a growing priority, online self-service provides the frontline in digital customer support. SYKES Self-Service Europe assists businesses by creating a seamless service that is reliable and consistent, ensuring your customers have an effortless experience.

