



YOUR TRUSTED ADVISOR FOR
Remarkable Customer Experiences

Etech delivers next generation BPO solutions. A global minority owned business, Etech has created and trademarked how to turn your data into strategic insights. Leveraging the power of artificial plus human intelligence Etech enhances training and coaching to focus on critical behaviors creating improved customer experiences and shareholder value.

Etech's Servant Leadership Commitment

VISION

To make a remarkable difference for each other, our customers, and within our communities.

MISSION

Etech is a servant leader organization providing superior customer experiences and innovative solutions which enable our clients to build stronger brands, strengthen customer relationships, and gain market share.

Etech's Character Commitments

Team Work

Valuing people

Integrity

Adaptability

Creativity

Courage

Accountability

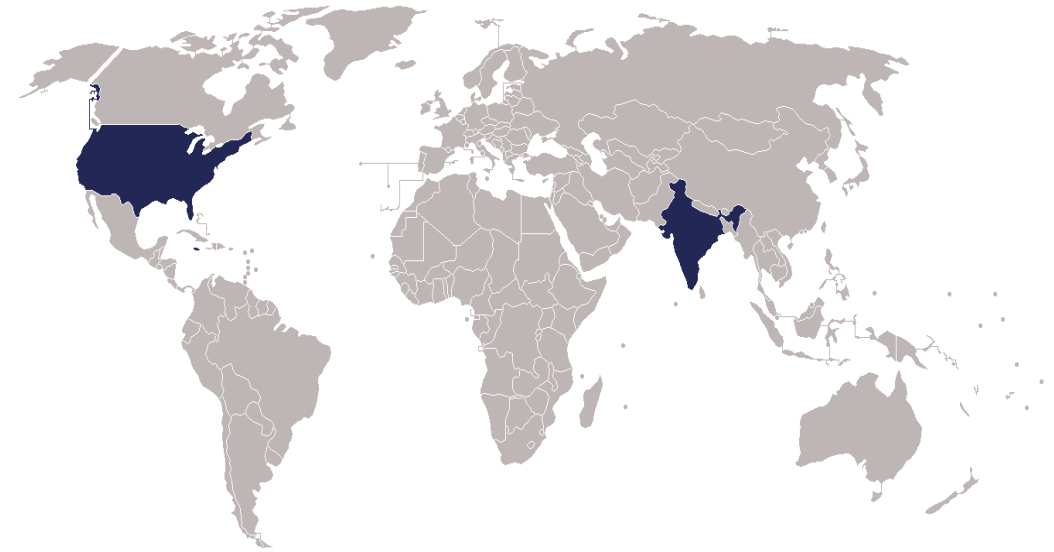
Humility

Communication

Positive Influence

Teachability

Vision



24/7/365 · Multilingual

*Etech's Global Locations
Minority Business Certified*

4,000+ Team Members Globally Providing Remarkable Customer Experiences Onsite and Remote

Nacogdoches, TX

Rusk, TX

Montego Bay, JA

San Antonio, TX

Houston, TX

Gandhinagar, GJ

Dallas, TX

Lufkin, TX

Vadodara, GJ

Etech Global Services – Our Journey

OUR STORY



OUR BUSINESS



Customer Engagement Solutions

Inbound & Outbound Interactions, Chat, Sales, Service, and Tech Support



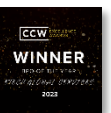
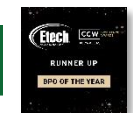
Automation-Driven Professional Services

Enterprise Product Development, Software Implementation, Process Automation Solutions, Workforce Management, Professional Services

OUR AWARDS



SOC 2 TYPE II CERTIFIED





Matt Rocco,
Chief Executive Officer



Etech's Executive Leadership Team



Jim Iyob
Chief Customer
Officer/President –
ETS Labs



Gurudatt Medtia
Executive VP



Kaylene Eckels
President



Ronnie Mize
Chief Technology &
Security Officer



**Dr. Veronica
Chimney**
Chief HR Officer



Shawndra Tobias
Chief Data Strategy
Officer



Guiding:

- Customer Success
- Global Development
- Professional Services
- Product & Software Dev.
- Project Management
- AI & Analytics

Directing:

- Offshore Planning, Execution & Management
- Business Operations

Executing:

- Business Operations
- Organizational Excellence
- Learning & Development
- Talent Acquisition

Leading:

- Enterprise Security
- Incident Response Team
- Compliance
- Technology

Facilitating:

- Global Labor Relations
- Compensation & Benefits
- Employee Engagement
- Leadership Development

Optimizing:

- Leads Data Strategy
- Drives operations execution
- Optimizing continuous improvement

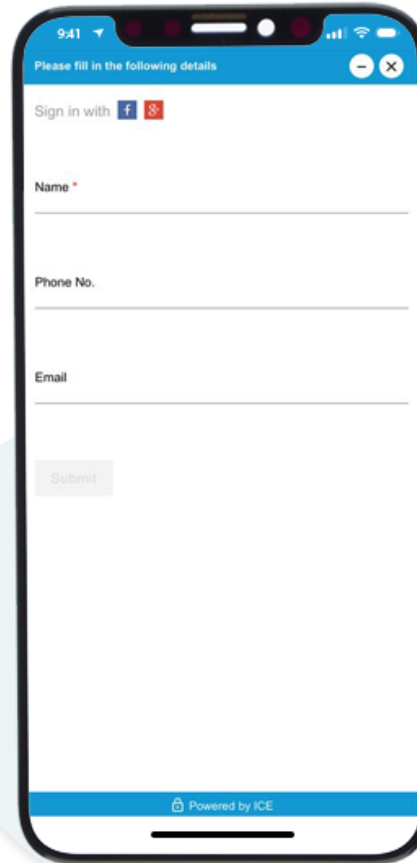


Cross-Channel Interactive Customer Interactions delivers a true Omnichannel Customer Experience

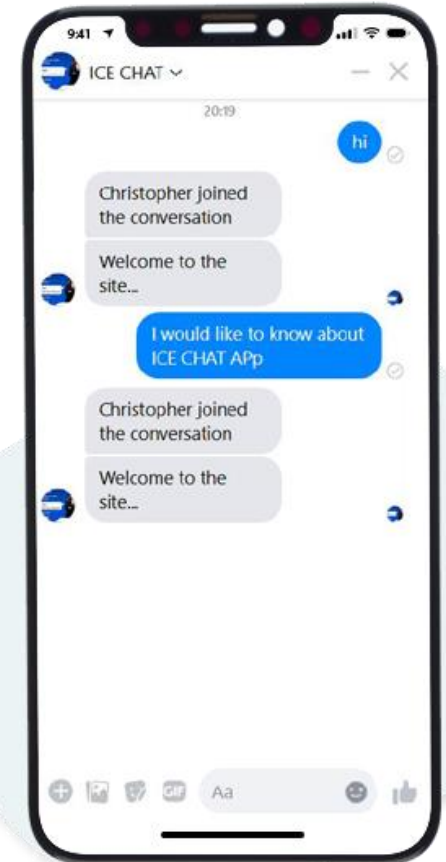
ICE Mobile App



Website Chat with Social Media



Chat on Social Media



A Single Destination for all your Customer Interactions

ICE E-Mail Suite

Archive	Spam	Transfer	Assign
INBOX			
<input type="checkbox"/>	5639	Active	
	robin.seana01@gmail.com	07/09/2020	
	Feature list (Ticket# 5639)		
<input type="checkbox"/>	5638	Active	
	robin.seana01@gmail.com	07/09/2020	
	Pricing? (Ticket# 5638)		
<input type="checkbox"/>	5637	Active	
	peter.mallow75@gmail.com	07/09/2020	
	(Ticket# 5637)		
<input type="checkbox"/>	5636	Active	
	peter.mallow75@gmail.com	07/09/2020	
	(Ticket# 5636)		
<input type="checkbox"/>	5635	Active	
	robin.seana@yandex.com	07/09/2020	
	(Ticket# 5635)		

Click to Call

manī

[13:28:03] - manīayyar :manīayyar joined the conversation
[13:28:03] - manīayyar :Bienvenido al producto ICE
[13:28:11] - manīayyar :Hello
Customer has entered the contact number successfully. Click on below button to call customer.

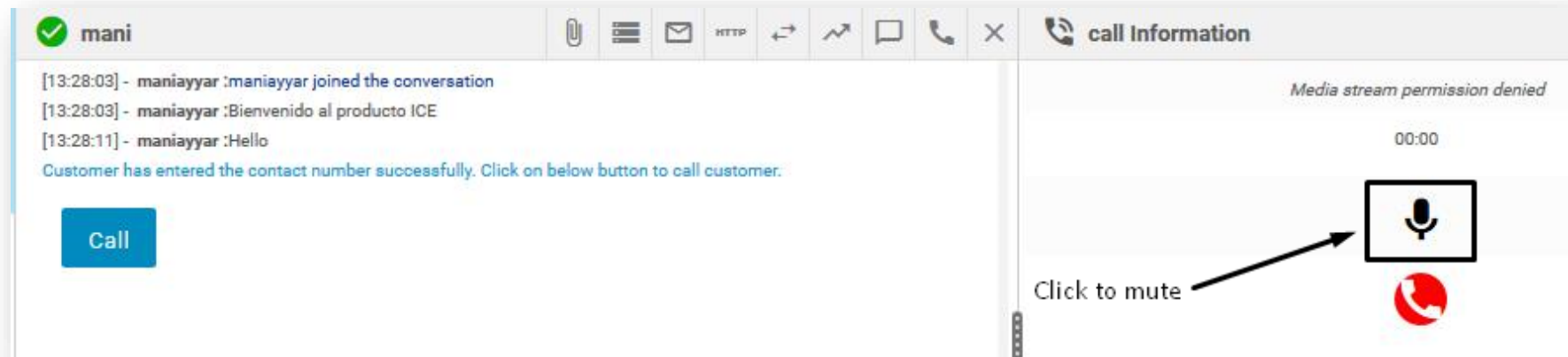
Call

call Information

Media stream permission denied

00:00

Click to mute



Seamlessly Connecting Businesses With Customers



Real-Time Chat Monitoring



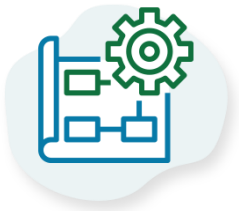
Automatic Chat Distribution



Access to Business Insights



On-Demand Conversations 24/7



Advanced Survey Management



Online Conversion Tracking



Proactive Chat Engagement



Automate Entire Support Workflow



Multiple Chat Sessions



Actionable Reports & Analytics



Advance Knowledgebase Integration



Unlock Customer Insights

ICE Click-To-Chat For...

Reduced Operational Expenses

Analytics for Business Growth

Uninterrupted Customer Communication



Higher Customer Engagement

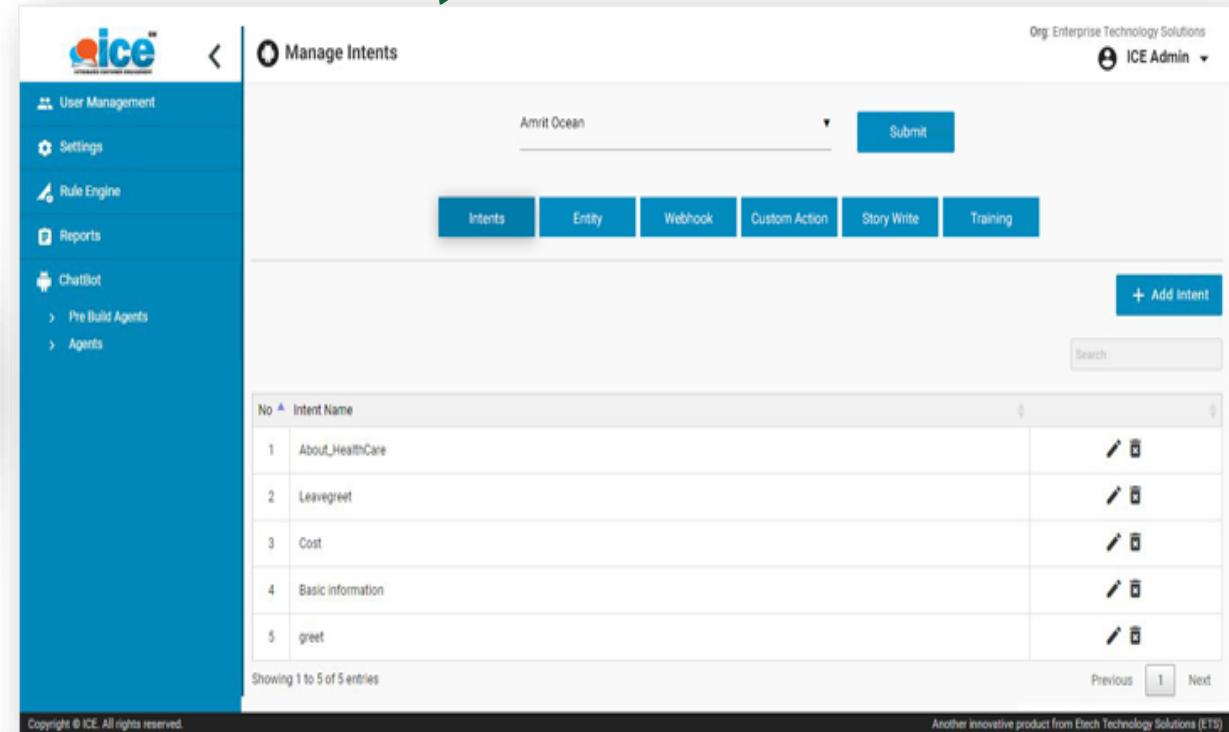
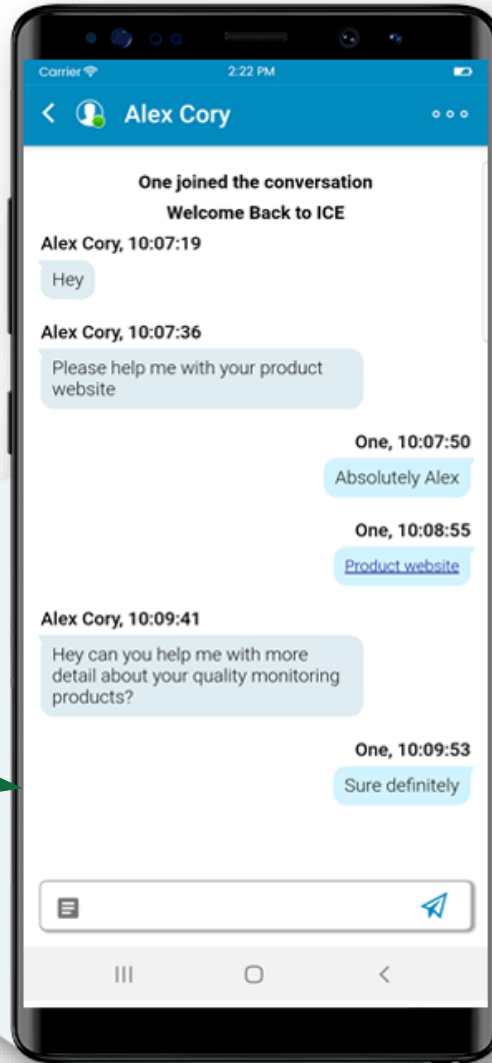
Discover New Opportunities

Integrate Multiple Points of Contact

Automated Bots for 24/7 Responses

Create & Customize your Support Workflow

Example of Workflow Supported Bot



Customizable Canned Responses

Add common customer questions and responses, for quick resolutions to customers without manual intervention.

The screenshot displays a web interface titled "Canned Responses" with a search bar and a tree view of response sets. The tree view shows a "Demo canned response set 20160818" containing folders for "Introduction", "Willingness", and "Customer service". The "Introduction" folder is expanded to show "Intro 1" and "Intro 2", each with a sample message. A preview pane on the right shows the selected message and buttons for "Send", "Add", and "Reset".

Canned Responses

Search

- Home Demo canned response set 20160818
 - Introduction
 - Intro 1
 - Hello! How can I assist you online today?
 - Intro 2
 - Hello! How may I assist you today?
 - Willingness
 - Customer service

Message

Message of the selected canned will be displayed here.

Send

Add

Reset

Monitor Team Performance

Measure Team Performance

Operator Performance Report

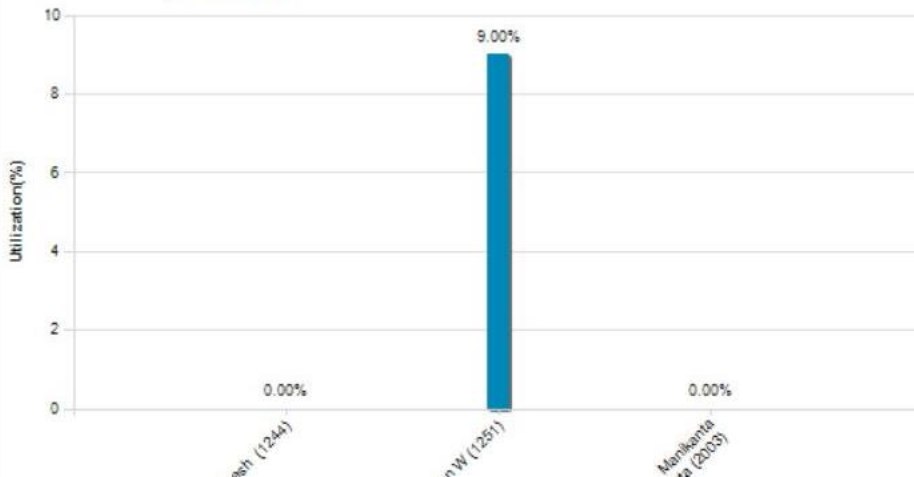
Date Range 07/22/2020 12:00:00 AM To 07/22/2020 11:59:00 PM

Campaign All

Time Zone Eastern Standard Time

Operator	Login Time	Engage Time	Chat Time	Multiple Chat Time	Idle Time	Avg Concurrent Chats	Time Not Available	Time Not Available but Chatting	Chat Started	Operator Utilization (%)	Operator Utilization Bar	Status
Dipesh (1244)	00:03:54	00:00:00	00:00:00	00:00:00	00:03:54	0.00	00:00:00	00:00:00	0	0.00		●
John W (1251)	03:23:29	00:18:19	00:18:20	00:00:00	03:05:10	0.09	00:00:00	00:00:00	5	9.00	<div style="width: 9%;"></div>	●
Manikanta Gupta (2003)	00:06:26	00:00:00	00:00:00	00:00:00	00:06:26	0.00	00:00:00	00:00:00	0	0.00		●

Operator Utilization (%)



Ensure effective Operator Utilization

Chat Console for Quick Information Access

View All Chats

Interact with Customers

View Customer Information

The screenshot displays the ICE chat console interface. At the top left is the ICE logo (Integrated Customer Engagement). The top right shows a 'Chat' button and a user profile for 'John'. Below the header, there are tabs for 'My Chats' and 'Available'. The main area is divided into three sections:

- HR Panel:** Shows 'Operator: John' and 'Visitor: James'. A timer indicates '00:06'. Below this is a table with columns for 'Total Time', 'Chat Time', and 'Wait Time':

Total Time	Chat Time	Wait Time
00:03:39	00:02:07	00:00:04
- Chat Window:** Shows a conversation with 'James'. The messages are:
 - [06:07:45] - John :John joined the conversation
 - [06:07:45] - John :Welcome to ICE
 - [06:08:02] - James :Hello
 - [06:08:08] - John :Hello
 - [06:08:14] - John :How may i assi you today?
 - [06:08:42] - James :I forgot my reference number for my last purhased product. Can you please help in that?
 - [06:09:16] - John :Yes, please let me know about the last purchase product number so i can get other details
 - [06:09:46] - John :And please share you phone number so i can verify the product details
- Prechat Survey Information Panel:** Displays customer details:

Chat ID:	1634911
Name:	James
Phone:	(012) 876-5875
This is for radio button please fill ypur rating and update the status for better delivery:	
This is third side by side:	
City:	Kanda
Country:	Japan
Country Code:	JP
Region:	07
Latitude:	33.783294677734375
Longitude:	130.98330688476562
Browser:	Firefox-78.0
OS:	Windows-10
Customer IP:	43.241.193.120

Everything on a Single Screen

Consistently Achieve Service Levels

Service Level Report

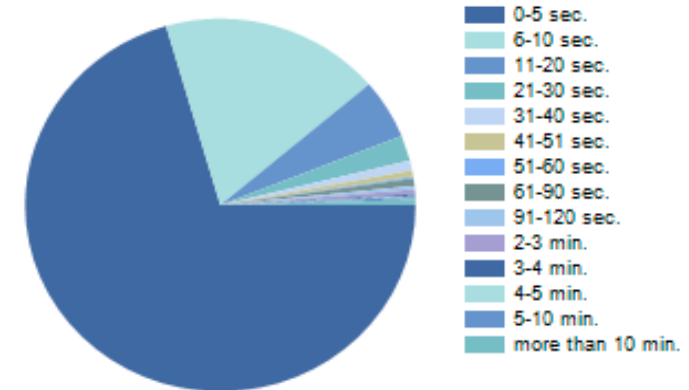
Date Range 7/22/2020 12:00:00 AM To 7/22/2020 11:59:00 PM

Skill All

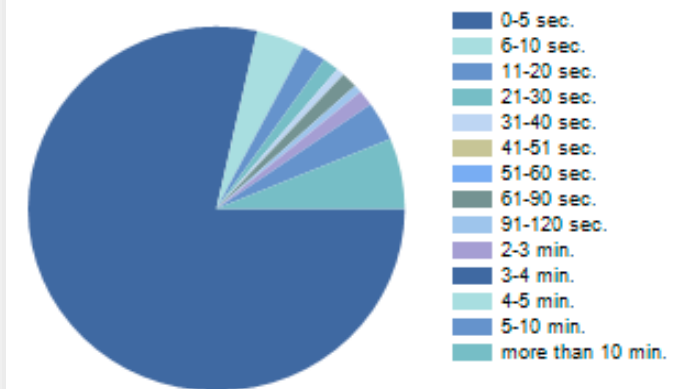
Time Zone Eastern Standard Time

Average Wait Time	Chat Started	Chat Abandoned
0-5 sec.	300	0
6-10 sec.	200	0
11-20 sec.	0	0
21-30 sec.	0	0
31-40 sec.	0	0
41-51 sec.	0	0
51-60 sec.	0	0
61-90 sec.	0	0
91-120 sec.	0	0
2-3 min.	0	0
3-4 min.	0	0
4-5 min.	0	0
5-10 min.	0	0
more than 10 min.	0	0
Total	500	0

Chats Started

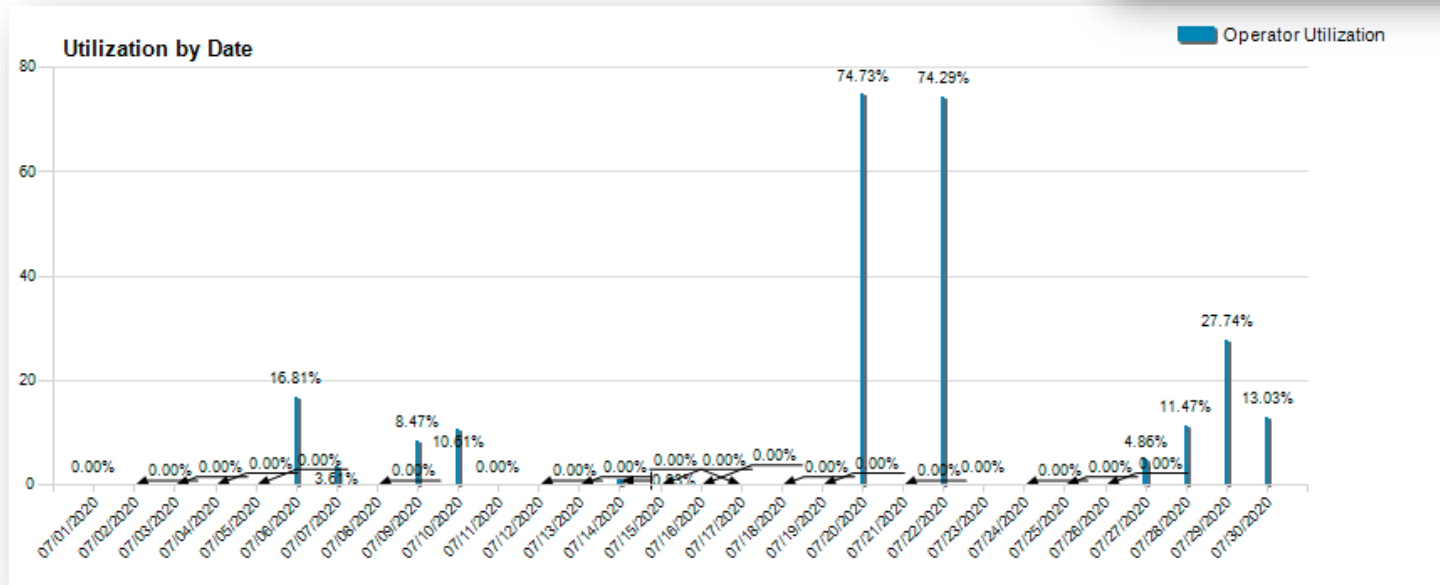
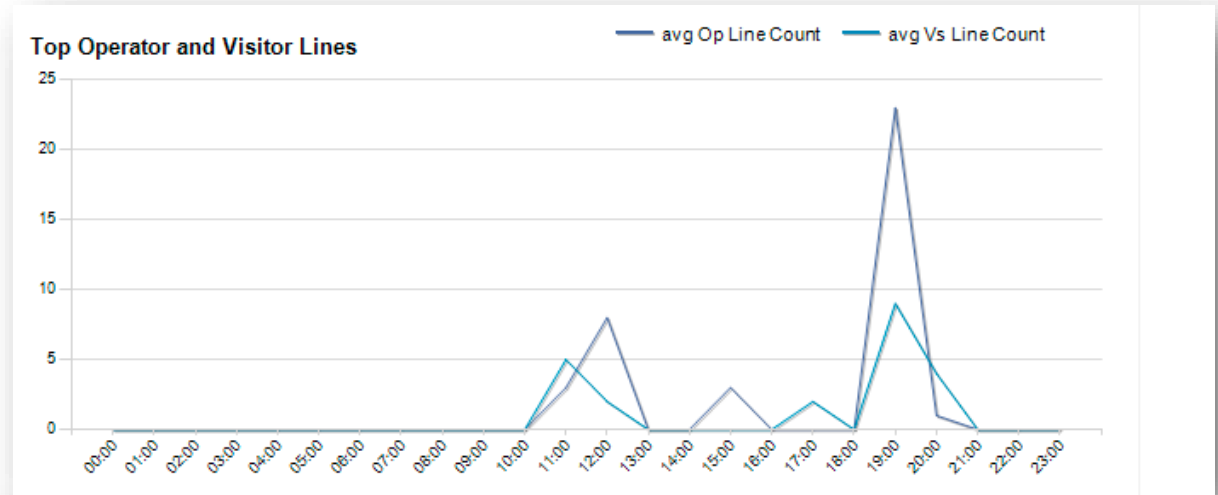


Chats Abandoned



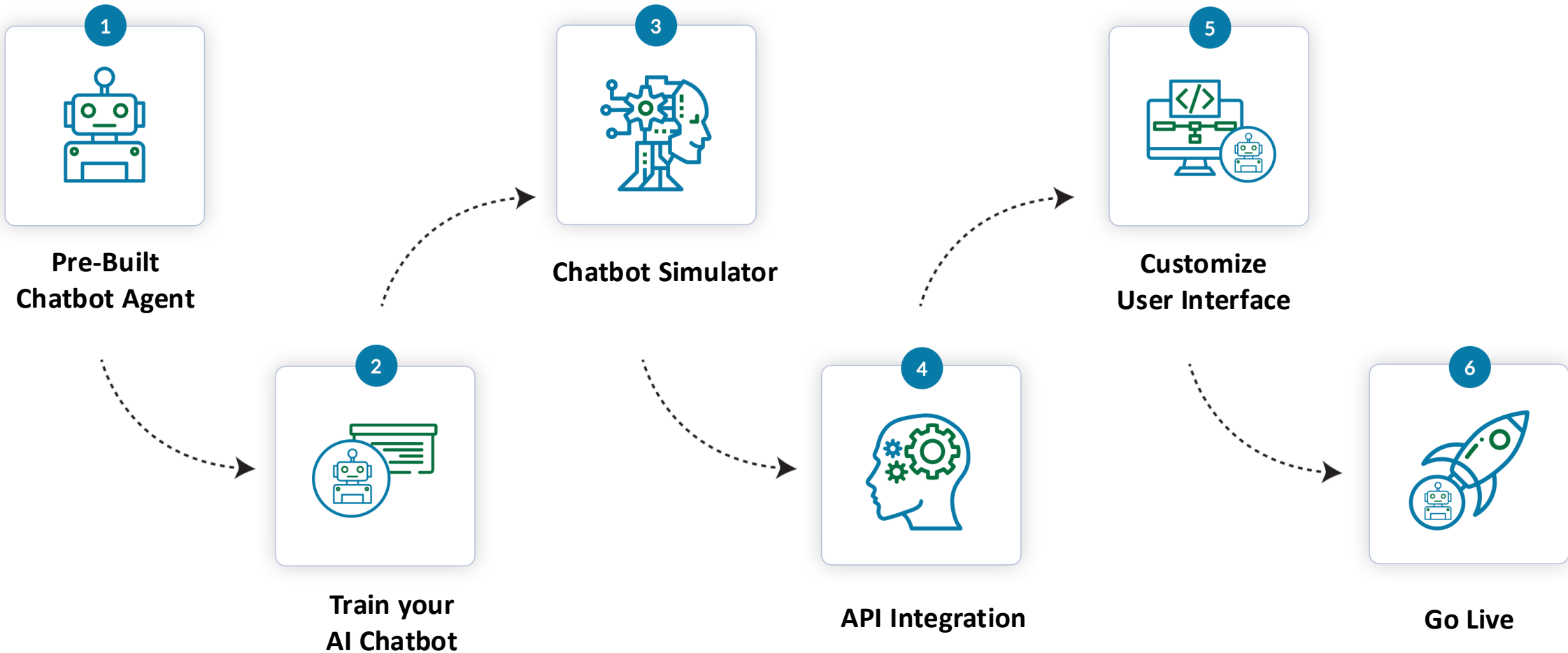
Informative Chat Average Report

Identify Agent Performance Trends



Access to insights of Contact Center Operations

Simply Setup and Customize ICE Chatbot as needed!



Integrate seamlessly with any Legacy System or AI Platform



With ICE Chat you can

Explore Sales Opportunities



Interact digitally for instant resolution



Ensure immediate customer support



Multiply Interaction Concurrency



↓ 40%

Decrease in Sales Conversion Time

↑ 16%

Increase in the Sales Conversion Rate

↓ 50%

Decrease in Average Handling Time

↑ 40%

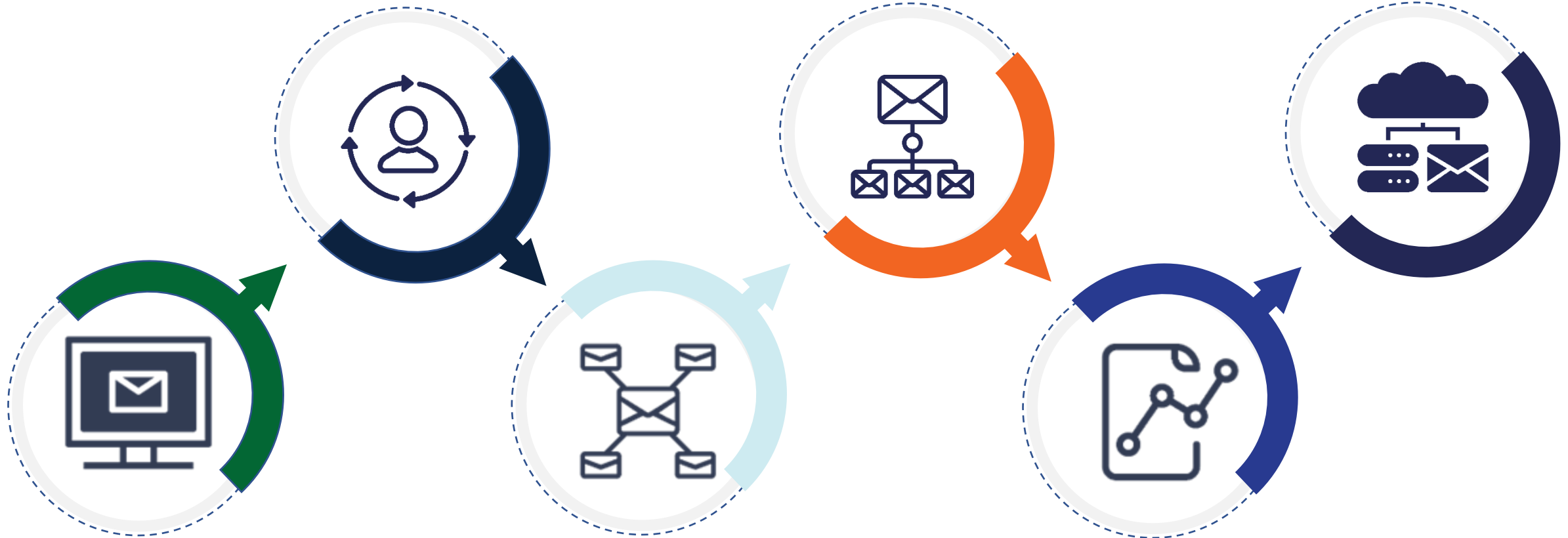
Increase in manageable emails

Automating Customer Service By Optimizing The Support Process

Omnichannel Customer Engagement

Email Escalation

Email to E-ticket



Real-time Email Monitoring

Auto Emails Distribution

Reports & Analytics

End-to-End Email Management

The screenshot displays a user interface for managing a ticket. At the top, there are tabs for 'Chat' and 'Email', and a user profile for 'John'. The main header shows the ticket ID '#545579', the subject '**Completed-Maintenance Advisory for: All Centers** (Ticket# 545579)', and the status 'InProgress'. Below this, there are tabs for 'Activity', 'Details', 'History', 'Notes', and 'Survey'. The 'Activity' tab is active, showing an email thread. The email header includes a 'To' field with the address 'KevinFlintoff@etechtexas.com'. Below the header is a text input field with the placeholder 'Type your response here....'. A blue 'Send' button is located at the bottom left. On the right side, a dropdown menu is open, showing options for 'Priority': 'Unassign priority', 'P1', 'P2', and 'P3'. A red circle with the number '1' is visible in the bottom right corner of the email composition area. At the bottom right, there are icons for attachments, a list, 'HTTP', a graph, and an envelope.

End-to-End Email Management

Chat **Email** Mark

#637257 (Ticket# 637257)

Activity Details History Notes Survey

To KevinFlintoff@etechtexas.com

Send


KevinFlintoff@etechtexas.com | 03/02/2021 12:50:50

To: Emaildemo@etechgsmail.com

Following information is collected by Email Web Form

Collected Detail(s)	
First Name:-	Kevin
Last Name:-	Flintoff
Phone:-	+1 9876543211
Company:-	Etech
Message:-	Hi, I want to know about your services. Thanks
Email Address:-	KevinFlintoff@etechtexas.com

Track & Update Team on Email and E-Ticket Status

Ticket History Report

From: 01/01/2020 12:00 AM ▼ To: 03/02/2021 11:59 PM ▼ Skills: All ▼

Status: All ▼ Time Zones: Eastern Standard Time ▼ Ticket ID: ▼

Subject: _____ Response Time From(In Hours) From: _____ Response Time From(In Hours) To: _____

Available Operators

Filter: Type Here

Showing 0 of 0

Selected Operators

Filter: Type Here

- Adam McGrath (1957)
- John Doe (1962)
- Kevin Flintoff (2056)
- William Jones (2463)
- William Parker (1364)
- James Foley (1452)
- Chloe Johnson (1852)
- Artie Smith (858)
- David Jones (1245)
- Alexa Garcia (2001)
- John Smith (2148)

Showing 53 of 53

Track & Update Team on Email and E-Ticket Status



Total Online Users

25300	
Operator	Supervisor
23400	1000

Total Tickets

11500		
Active	Inprogress	Resolved
6500	3800	1200

Ticket Service Level By Skill

Skill	Total	Active	InProgress	Resolved	Tier1	Tier2	Tier3
Info	6500	600	100	500	3000	1500	20
InfoTech	5000	6000	800	800	2000	0	4

Service Level Count



Operator Details

Name	Status	Role	Active	InProgress	Resolved
Caron Mathew (1188)	Available	Operator	1200	5000	3000
Mark Wilson (1351)	Available	Supervisor	1000	2000	3000

#580899 live1 (Ticket# 580899)

Quality..

Activity Details History Notes Survey

Escalated 05/14/2020
Patrick
To KevinFlintoff@etechtexas.com

Escalated 05/12/2020
Patrick
Send

Escalated 06/18/2019
Patrick

Active 06/18/2019
Kunal

Actionable Reports & Analytics

Tickets Service Level Report

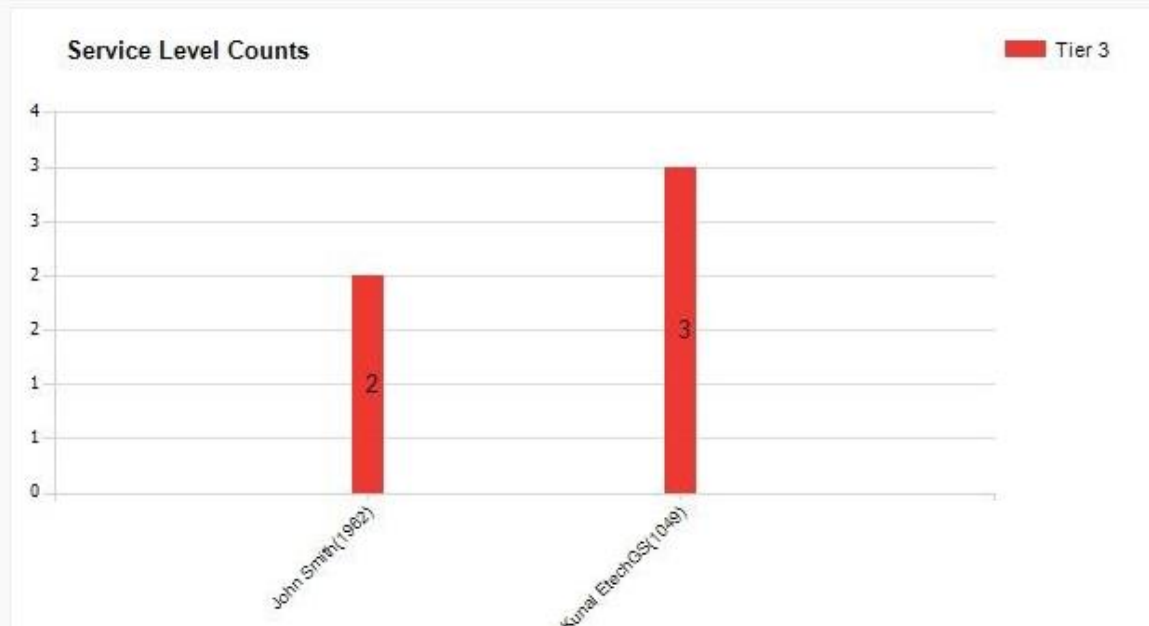
Reports > Email > Tickets Service Level Report

Tickets Service Level By Operator

Date Range 1/1/2020 12:00:00 AM To 3/2/2021 11:59:00 PM

Skill All

Operator Name	Total	Active	InProgress	Resolved	Skill	Tier 3
John Doe (1962)	2600	1300	600	700	Demo email skill	700
Kevin Flintoff (1049)	3300	1500	900	900	Demo email skill	800



Actionable Reports & Analytics

Operator Achievement Report

Reports > Email > Operator Achievement Report

Org: ICE Chat

ICE Admin

Operator Achievement By Date

Date Range 01/01/2020 12:00:00 AM To 03/02/2021 11:59:00 PM

Time Zone Eastern Standard Time

Date	Total	Completed		Completed Breakout					InProgress		InProgress Breakout			
		Count	%	Resolved	Escalated In Resolved	Escalated Out Resolved	Transferred In Resolved	Transferred Out Resolved	Count	%	InProgress	Escalated In (Not Resolved)	Escalated Out (Not Resolved)	Transferred In (Not Resolved)
05/12/2020	13800	9600	7000	1600	1800	1700	2200	2200	4200	42	42	16	12	14
05/14/2020	12500	7500	6000	1500	1700	1300	1800	1200	5000	50	50	17	15	18



Legend

Actionable Reports & Analytics

Ticket Resolution by SLA Report

Reports > Email > Ticket Resolution by SLA Report

From: 12/01/2019 12:00 AM To: 03/02/2021 11:59 PM

Timezone: Eastern Standard Time Skill: All

Submit

Navigation: 1 of 1, 100%, Find | Next

Tickets Resolution by SLA

Date Range: 12/01/2019 12:00:00 AM To 03/02/2021 11:59:00 PM

Skill: All

Time Zone: Eastern Standard Time

Skill	Avg. Resolution Time	Resolved	Tier 1	Tier 2	Tier 3
Adam McGrath (Support)	0:11:23	1100	400	500	200

Ticket Resolution By Operator

Date Range: 12/1/2019 12:00:00 AM To 3/2/2021 11:59:00 PM

Operator Name	Avg. Resolution Time	Resolved	Skill	Tier 1	Tier 2	Tier 3
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Legend

A Commitment to Servant Leadership Focusing on Our People, Customers and Communities

Get a **prescriptive plan to improve what matters.**

Etech offers the most efficient transcription in existence, allowing you to transcribe 100% of contact center calls well within budget, and enjoy **industry-leading speed and accuracy with near real-time, feature-rich insights.**

Actionable intelligence that bridges the gap between insight and action, thanks to post-interaction automated scoring, frontline coaching, and organization awareness.

PCI DSS compatible **automatic redaction** of sensitive information

Contact Center DNA with Speech Analytics expertise. Over the last decade, Etech has mined millions and millions of interactions, integrated with almost every CCI tech stack, positioning Etech as a customer analytics leader

Etech is **trusted by the world's leading organizations** across many industries, including financial services, healthcare, retail, insurance, travel, and hospitality, and more



Jim Iyoo

Chief Customer Officer – Etech
President - ETS Labs



Thank You!

jim@etechgs.com | [@jiyooob](https://www.instagram.com/jiyooob)

info@etechgs.com | www.etechgs.com | 936 - 371 - 2640

To make a remarkable difference for each other,
our customers, and within our communities.