

yoummday

**work
different**

www.yoummday.com

talent technology platform



- ▶ yoummday's proprietary CX marketplace platform has end-to-end solutions for recruiting, contracting, training, workforce management, invoicing, and quality assurance.
- ▶ Outsource inbound and outbound functions across sales, customer service, and back-office using voice, email, and chat.
- ▶ yoummday offers 100% work-from-home productivity, including automation and AI-assist features to boost agent efficiency and ROI.
- ▶ Agents are supported through a broad range of features that guarantee a secure working environment and boost productivity.
- ▶ Data is secured thanks to robust provisions for agent verification, security, and compliance (including GDPR, ISO27001, and PCI).
- ▶ The platform is entirely modular and has the versatility to integrate with all client architectures to streamline operations.

yoummday



Companies that invest in customer experience improvements achieve higher customer satisfaction rates, reduced churn, and increased revenue. Leaders in CX outperform laggards by nearly 80%.

McKinsey, 2020



Companies that implement digital transformation in their customer service operations can achieve cost savings of 15% to 20%, while also improving customer satisfaction and loyalty.

BCG, 2021



high-quality freelance CX agents

- All freelancers are fully identified and verified, and only 8% of applicants are accepted onto the platform.
- yoummday's marketplace model attracts higher-quality workers than a traditional call centre thanks to its enhanced remuneration model.
- Choosing their own working schedule makes freelance agents happier.
- A pay-for-performance model motivates freelancers to work.
- Freelance agents rate working with yoummday 70 in NPS scoring.
- Low freelancer churn ensures consistent levels of support.
- yoummday freelancers' effectiveness as brand advocates is heightened because they choose the brands they represent.



Investing in high-quality agents can lead to a 20% increase in revenue.

Boston Consulting Group, 2022



High-quality agents can increase cross-selling and upselling by 20%.

Forbes, 2020



Companies with high-quality agents see a 10% increase in customer lifetime value.

Forrester, 2020



High-quality agents can reduce customer churn by up to 30%.

Gartner, 2019



Companies with high-performing customer service agents see a 20% increase in customer satisfaction.

Boston Consulting Group, 2021

global talent pool



- Select CX freelancers based on their location and your budget.
- Hire without labour market restrictions.
- Access 40+ languages at a native level.
- Source from multiple geographies to find the skills that best match your needs.
- Freelancers are available 24/7 for 'follow-the-sun' operations.
- Onshore, nearshore, and offshoring are all possible.



Companies that outsource can increase their efficiency by up to 50%.

Boston Consulting Group, 2020



Access to a global talent pool can increase the chances of finding the best fit for the job by up to 90%.

Harvard Business Review, 2019



Companies that tap into different cultural perspectives see an increase in innovation and problem-solving by 20%.

Forbes, 2018



Companies that outsource to a global talent pool can see a 30% reduction in Time-to-Market.

Gartner, 2020



scalable



Companies with a scalable workforce can reduce labor costs by up to 25%.

Boston Consulting Group, 2022



Companies with a flexible and scalable workforce can see an increase in productivity of up to 15%.

Forbes, 2020



Companies with a flexible and scalable workforce can improve their ability to handle changes in the business environment by up to 50%.

Forrester, 2020



A flexible and scalable workforce can improve the ability to manage and control operational costs by up to 20%.

Gartner, 2019



Companies with a flexible and scalable workforce can improve their ability to enter new markets and expand their business by up to 25%.

Boston Consulting Group, 2021

- 10,000+ multilingual freelancers are available for immediate training.
- Scale up or down in a matter of hours as business needs require.
- Secure a reliable supply of workers for seasonal or event-based work.
- Establish reserve CX capacity with minimal expenditure.
- yoummday freelancers work 20-25 hours on average and can easily handle increased volume without extra training or headcount.





affordable



- Price-for-performance payment model ensures that you only pay for what you need.
- 100% variable costs.
- Scale up or down effortlessly without penalties, commitments, or overhead costs.
- Find the perfect freelancers at your ideal price point based upon work type, skill level, and geographical location.
- Ditch the burden of additional headcount forever.
- Avoid productivity pitfalls due to sickness, churn, and vacation time.
- Zero recruitment costs.
- Choose from either Managed Service or Self-Service delivery models.



Companies that use the CX marketplace model can save up to 60% on labour costs compared to traditional outsourcing.

Forbes, 2020



The CX marketplace model can lower operational costs by up to 40% compared to traditional outsourcing.

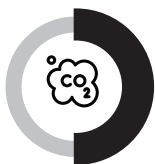
Harvard Business Review, 2018



Companies that use the CX marketplace model can reduce the costs associated with employee benefits and perks by up to 30%.

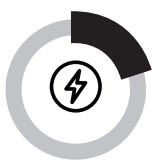
Forrester, 2019

ESG



The CX marketplace model can reduce carbon emissions by up to 50% compared to traditional call centers.

World Wildlife Fund, 2020



Companies that use the CX marketplace model can reduce their energy consumption by up to 20% compared to traditional call centers.

Energy Star, 2021



Companies that use the CX marketplace model can improve their ability to attract and retain top talent by up to 50%.

SHRM, 2020

- Very low CO2 emissions are achieved through a workforce that doesn't commute or require office space.
- The sharing economy model utilises the freelancer's infrastructure to maximize efficiency.
- Accessibility is barrier-free, ensuring it is available to all people regardless of disability.
- Part-time opportunities for working parents, retirees, and students.
- Freelancers are well-compensated, receiving up to double the salary of traditional call centre agents.
- Prioritisation is given to work/life balance to ensure agents are happier and more productive.
- The marketplace rules are fair and transparent.
- yoummday provides an opportunity that is globally accessible.

