

Supporting customers and citizens —



Expertise supporting citizens and governments during the Covid-19 crisis

Teleperformance works with governments and public health services to provide information services to citizens: 24/7 helplines, contact tracing management, care center call management, repatriation of foreign nationals and vaccination campaign logistics and related services.

Thousands of Teleperformance professionals have been serving on the front line of the global fight against Covid-19.

In Tunisia, a team of twenty experienced operators has been made fully available to the ambulance service. It has been trained and supported by healthcare professionals, in order to ensure optimum call handling during this health crisis.

In Greece, Teleperformance provided 24/7 support towards the National Health Organization to handle calls regarding Covid-19.



Teleperformance was able to implement our largest public information program in Taranto in three days. We truly appreciated their responsiveness and total commitment to offer vital support to our citizens at a critical time. ●●

GABRIELLA FICOCELLI

MUNICIPAL COUNCILOR RESPONSIBLE FOR SOCIAL SERVICES IN TARANTO, ITALY



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Teleperformance is a company whose people help solve the problems of others on a daily basis. The Group offers a high-quality personalized customer experience for all and helps to break down social, geographical and cultural barriers through its services:

- **Customer experience:** a bridge between brands, public services and clients, services delivered in 265 languages and on all communication channels, access to a customized customer service for people with disabilities, living in remote areas or without means of transportation, support for the digital integration of the elderly, etc.
- **Specialized Services:** LanguageLine solutions connect to a live professional interpreter in under 30 seconds, which can save lives during 911 calls and at the hospitals, or ensure justice in legal situations. They also enable the deaf and hearing impaired, as well as those with a poor grasp of English, to be heard and understood through interpreters in 37 languages, including British and American sign language.