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## QUICK BYTES

### Servion to roll out CIM at Sri Lanka Telecom

■ **CHENNAI:** Servion Global Solutions, a specialist in the customer interaction management (CIM) domain, on Monday announced the rollout of its product CIM Blueprint at Sri Lanka Telecom. CIM Blueprint — a consulting service offering from Servion — is designed to enhance contact centre performance and deliver a distinctively pleasant experience to customers at each contact point with the organisation. The consulting assignment with Sri Lanka Telecom, to be executed over the next 17 weeks, aims to radically enhance the service provider's customer interaction process leading to improved touch point experience and user satisfaction.