


# Welcome to TTEC Malaysia

Meet customer demand with Asian language support and CX excellence



Demand for Asian language CX expertise is accelerating. To meet these changing customer needs, TTEC is expanding with a new contact center in Malaysia to support 9 Asian languages.

Our location in **Kuala Lumpur, Malaysia** provides a high quality, lower cost alternative for multilingual support in APAC for:



Cantonese	English	Filipino	Indonesian
Japanese	Malay	Mandarin	Thai
			Vietnamese

This new state-of-the-art customer experience center also incorporates the best of TTEC’s experience and innovation. Built on the latest omnichannel communication platforms and featuring AI-enhanced recruiting, training, quality assurance, employee engagement, and reporting capabilities, the new site is managed by an experienced local leadership team.

## Meet the team

### Arnab Ray

Senior Vice President of Operations

### Edmond Panir Selvan

TTEC Malaysia Service Delivery Director

## Introducing TTEC Kuala Lumpur

Our new state-of-the-art 10,000-square-foot customer experience center is home to over 100 associates and is currently open and accepting new clients. We chose Kuala Lumpur because it is full of young, educated multilingual talent and will provide clients with a lower cost alternative for APAC support that includes Malay, Japanese, Chinese Mandarin, Cantonese, Thai, Filipino, Vietnamese, Taiwanese, and Indonesian.

## Make the move to Malaysia

Asia is a region of great growth, and we are so excited about the new location and the amazing talent we have in place to bring them to life to meet your customers’ changing needs.

Contact us today to learn more about opportunities to support your CX programs.

[Contact us today](#)

## About TTEC

TTEC (pronounced T-TEC) Holdings, Inc. (NASDAQ:TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enhanced digital CX solutions. Serving iconic and disruptive brands, TTEC’s outcome-based solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next-gen digital technology, the company’s TTEC Digital business designs, builds, and operates omnichannel contact center technology, CRM, AI, and analytics solutions. The company’s TTEC Engage business delivers AI-enhanced customer engagement, customer acquisition and growth, tech support, back office, and fraud prevention services. Founded in 1982, the company’s singular obsession with CX excellence has earned it leading client, customer, and employee satisfaction scores across the globe. The company’s over 60,000 employees operate on six continents and bring technology and humanity together to deliver happy customers and differentiated business results. To learn more visit us at [ttec.com](http://ttec.com).