

Redefine luxury retail CX

Build lasting loyalty with exceptional, tailored experiences



Luxury shoppers have high expectations when it comes to customer experience (CX) – they want white-glove clienteling, exclusive VIP promotions, and impeccable customer service that builds long-term relationships.

A successful CX strategy must embrace these nuances and deliver a consistent, high level of service whether customers are shopping in store or digitally.

Expert associates driven by AI-powered insights

To deliver bespoke service, you need data-driven insights and experts who can quickly put them to work. Gain a deeper understanding of customers and meet their needs faster, better, and more proactively.



Top talent that knows the luxury market

We leverage a global talent pool to find candidates perfectly suited to your brand, identifying skilled associates who become true brand ambassadors.



AI-enhanced training

Our award-winning RealSkill bot and proven training solutions leverage AI and machine learning to improve associates' skills through role-playing and real-time coaching.



AI-enhanced knowledgebases

Our knowledge services make it easier for associates to find the information they need when they need it, so customers' needs are met easily and quickly.



AI-enhanced quality and analytics

Monitor 100% of customer interactions for a full view of your contact centre and let our quality experts extract actionable insights to guide business decisions.

We help luxury retailers achieve elite results

96%

rise in NPS

33%

increase in QA score

€465,823

in potential annualised savings

60%

decrease in time spent finding associate coaching opportunities

Source: TTEC luxury retail clients

Human-guided, AI-powered fraud solutions

With digital fraud and cybersecurity threats on the rise, it's never been more critical to protect your business and customers. Increased transaction volumes can leave retailers especially vulnerable during Black Friday, the holidays, and other peak shopping seasons.

Significantly reduce risk and enhance operational efficiency by combining the power of Sift's advanced AI-powered fraud detection technology with TTEC's expertise in customer experience management.

As fraud evolves rapidly, our collaboration ensures that companies can proactively address threats while maintaining exceptional customer service, ultimately driving growth and safeguarding revenue.

A seamless blend of human and digital support

Our customer care outsourcing solutions help you design, operate, and innovate your CX with the right blend of humans and technology.



Empowered associates

Frontline associates are highly trained in delivering expert, empathetic support and empowered to make recommendations using their deep luxury retail expertise and insights.



Digital expertise

Our ecosystem of 50+ technology partners helps clients remain agile and stay ahead of the industry curve..



Data-driven insights

We automate our ability to listen to and analyse all interactions so we can gather key, actionable intelligence around customer sentiment.

Ready to elevate your luxury retail CX?

We've got the expertise to help you work better, faster, and smarter



About TTEC

TTEC (pronounced T-TEC) Holdings, Inc. (NASDAQ:TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enabled 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-enabled 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 approximate 54,000 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.