



The challenge: Meeting the COVID-19 vaccination mandate

Given the urgency to vaccinate, the right employee experience is mission critical

Given the consequences, failure is not an option

Lessons learned from vaccine rollouts nation-wide must be applied to avoid pitfalls

LAGGING VACCINATION RATES

Lack of: Empathy, Education, Awareness and Outreach

Though supply has ramped up, getting shots into arms remains a huge hurdle with numerous gaps in the vaccination experience journey to date that must be addressed for employees.

LACK OF PROACTIVE EMPLOYEE-CENTRIC EXPERIENCE COORDINATION

Labored Registration & Appointment Scheduling

A disorganized and broken registration and scheduling experience will slow vaccination efforts and ultimately fail to meet mandate timelines.

LACK OF CONSISTENT DATA AND REPORTING PROCESS

Unreliable Vaccine Monitoring & Tracking

Networks of outdated legacy systems and processes have made vaccination status and compliance tracking difficult, which must be overcome given the consequences employees may face with the mandate.

What's at risk?



Misinformed or uneducated employees



More severe COVID cases due to variants as downtime & health risks rise



Continued loss of faith/trust in employers



High attrition due to poor vaccination mandate rollout



Inability to accurately track staff compliance



Significant fines for non-compliance

TTEC Mandate Manager: Key Solution Elements

Mandate **MANAGER**



Attestation Management System

Self-serve vaccine card upload, status declaration & automated notifications



Vaccine Scheduling Technology

A streamlined scheduling system with automated follow up & reminders



Test Status Confirmation Solution

Manage entry status for visitors or as employees work through vaccination



Compliance Status Reporting

Track compliance throughout vaccination, testing & attestation

TTEC's COVID Management Portfolio

MandateMANAGER



An end to end solution that is ready to launch in two weeks

Automated Vaccine Card Attestation Pre-configured automated workflows that enable the required individuals to complete an attestation workflow and upload vaccine documentation

Messaging Solutions provide a highly scalable communication management channel, providing optimal labor utilization and further automation options across IVR and Web

Expert Processing Support by TTEC's associates is also available to help with manual attestation reviews and ongoing employee questions

Vaccinate NOW



Empathetic readily-available at-home associates at scale

Foundational Contact Center Services Have at your fingertips a sophisticated, fully managed contact center operation for vaccine response

Foundational Contact Center Technology A turn-key platform that provides IVR, multi-channel interaction handling and out-of-the-box reporting functionality

Curriculum Design Included services to develop and deliver your online Vaccine Management training program as well as off the shelf soft skills and remote management modules

Attest NOW



A full-service Attestation Management technology solution to automate the entire vaccine attestation process

Automated Vaccine Card Attestation Pre-configured automated workflows that enable the required individuals to complete an attestation workflow and upload vaccine documentation

Digital Self-Service Mobile enabled and ready for immediate deployment, portal driven, and with configurable workflows to manage vaccine requirement notification, email & SMS communication campaigns, vaccine card capture, vaccine status, exemptions, reminders, and more

IVR & Web Deflection to Digital Utilize simple FAQ AI to automate responses that are deflected from primary web and interactive voice response (IVR) channels to digital channels

Advantages of



MandateMANAGER



100% Automated Attestation
Employees move through a seamless digital self-service attestation process

Automated Notifications
Communications process with reminders, follow up and exception notifications – all automated

Quick Deployment
Up and running in two weeks

Scale Up Quickly and Effectively
Leverage talent without hiring or training to manage

Your teams deserve the optimal vaccine mandate management experience – **we're ready to help.**

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About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is one of the largest global CX (customer experience) technology and services innovators for end-to-end, digital CX solutions. The Company delivers CX technology and operational CX orchestration at scale through its proprietary cloud-based CXaaS (Customer Experience as a Service) platform. Serving iconic and disruptive brands, TTEC's solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next-gen digital and cognitive technology, the Company's Digital business designs, builds, and operates omnichannel contact center technology, conversational messaging, CRM, automation (AI / ML and RPA), and analytics solutions. The Company's Engage business delivers digital customer engagement, customer acquisition & growth, content moderation, fraud prevention, and data annotation solutions. Founded in 1982, the Company's commitment to CX excellence has earned its leading client NPS scores worldwide. TTEC's nearly 59,000 employees operate on six continents and bring technology and human ingenuity together to deliver happy customers and differentiated business results. To learn more, visit us at www.ttec.com.