ttec®

Connecting the
Citizen Experience

TTEC's FedRAMP Authorized Humanify
Enterprise for Government Solution

Secure cloud for enhanced citizen experiences

Delivering great citizen service builds trust in government. Today's constituents want the same exceptional service they get from leading private sector organizations, with interactions being intuitive, connected and personalized across every channel.

TTEC's FedRAMP and IL4 authorized Humanify Enterprise for Government (Humanify G) is a proven, secure, customer experience solution. Designed for agencies with up to 80,000 unified communications endpoints and 24,000 knowledge workers or agents, it allows you to scale as needed to meet citizen demand.

TTEC's ability to deliver seamless digital interactions with advanced service features, gives constituents the service experience they expect, agents the tools they need for success, and Government agencies the outcomes they require.

Exceed expectations with strategy + technology

Don't just meet directives and constituent expectations, exceed them. With its comprehensive suite of citizen-centric services and solutions, TTEC offers technology, aligned with strategic planning and training, to produce exceptional service experiences for Government. By applying technologies like journey orchestration, analytics and AI/automation you can deliver efficient and intuitive constituent service, while reducing overall contact center costs.

Humanify G is a proven, secure, customer experience solution.

Highly-scalable to meet citizen demand

GSA Schedule
Contract # GS-35F-151GA

FR
FedRAMP

KEY FEATURE OFFERINGS

Channels

Voice
(inbound + outbound)

Chat (static + proactive)

Email

Video

Social

Cobrowse

SMS/MMS
(short + long code)

Fax

Bots

UC & CRM

CRM Integrations:
Salesforce
Zendesk
MS dynamics
Servicenow
Oracle Service Cloud
Siebel
SAP

Cross-channel
interaction history

Unified
communications

Supervisor & QA

Humanify Portal &
Humanify Portal
mobile

Interaction manager
call flow builder

Actionable
dashboards

Supervisor assist:
Monitoring, barge-in
and coaching

Post call surveys

Outbound campaign
management
(progressive, preview &
predictive dialing)

Agent

Omnichannel desktop

Dynamic routing

IVR

Whisper

Humanify callbacks

Co-browse

Journey orchestration

Knowledge
management

WFM & Reporting

Standard &
customizable reporting

Real-time dashboards

Humanify Insights
Platform

Quality mangement

Call & screen recording

Humanify Omnichannel desktop
Web-based multi-channel agent and supervisor tools on a single interface

Dynamic omnichannel routing
Real-time agent and skill-based intelligent routing across channels

High availability/ disaster recovery
Deployed across two data centers for full failover in the event of an outage

Humanify Portal / Humanify Portal mobile
Exclusive TTEC designed tool for the flexible management and administration of your contact center operations

Integrated omnichannel reporting
Optimal mix of high and low-level performance metrics

Support
24 x 7 x 365 with one of the largest pools of Cisco certified engineers anywhere

Interaction manager
User friendly drag-and-drop call flow builder

CRM integrations
Integrate with most CRM solutions for associate empowerment

Learning and Knowledge
TTEC delivers automated training programs and knowledge systems that inspire and empower workers to deliver amazing CX across every channel.

Single sign-on (SSO)
One set of login credentials

Security & Compliance

SECURE CLOUD

TTEC Humanify G offers agencies the advantages of cloud computing paired with confidence in a secure environment.

- **FedRAMP JAB Moderate Authorized 2019**
- **DISA - IL4 Authorized February 2021 Defense Information Systems Agency (DISA) Impact Level 4 (IL4) DoD requirements**

508 COMPLIANCE

TTEC Humanify G helps agencies comply with Section 508 of the Rehabilitation Act, by providing Software-as-a-Service (SaaS) technology that conforms to the federal IT Accessibility Program Standards.

- **Best-in-class Contact Center software partners with 508 compliant supervisor and agent interfaces**
- **Self-service administrative portal access to a dynamic set of management tools enabling quick and easy administration with key features conveniently displayed**

AGENCY-SPECIFIC CONTROLS

TTEC Humanify G can accommodate the security requirements of individual agencies with certification at the agency (tenant) level.

- **Defense Information Systems Agency (DISA) Impact Level 4 (IL4) certified to meet DoD requirements**
- **FISMA Moderate Authority to Operate (ATO) with multiple civilian agencies (Census, Department of Education, Health and Human Services, Department of Labor)**

TTEC and Humanify G - uniquely experienced to deliver superior Government CX.

ttecgov.com
+1 (303) 397-8100

About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading global customer experience technology and services company focused on the design, implementation and delivery of transformative customer experience for many of the world's most iconic and disruptive brands. TTEC Digital delivers outcome-based, human-centric, tech-enabled, insight-driven customer experience solutions. TTEC Engage operates customer acquisition, care, fraud prevention and detection, and content moderation services. These two offerings combined deliver flexible and extensible customer experience solutions at scale. Founded in 1982, with nearly 50K employees and offices on six continents across the globe, the company and its employees are proud to live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TTEC is bringing humanity to the customer experience, visit **www.ttec.com.**