



# Meet the crusaders battling dark forces of CX

In true superhero fashion, we make the world safe for your customers so you can grow your business with confidence. Our customer service, sales, and back-office associates don their proverbial capes to optimize every aspect of your CX business. With super-powered AI solutions that will leave even the Caped Crusader in awe, our offerings are flexible, seamlessly integrated, and effortlessly scalable.

## Why you'll love us

### Super CX strength and faster than a ... you know

Armed with a toolbelt of top-tier resources, cutting-edge technology and bottom-line boosting strategies, we are ready to take on your CX challenges. Plus our speed-to-ramp is lightning fast.

### The team assembles for a singular mission – yours

When you team up with Agility, we'll hire, train, deploy, and deliver in a way that ensures that every piece of your CX infrastructure works in unison.

### Scale and adapt in a single bound

We grow and adapt with your organization so you can focus on your core business. If plans change, no problem. We have the experience and expertise to pivot and scale up and down to seamlessly support your unique business needs or seasonal spikes.

## The TTEC Agility difference (what's under the cape)



- Purpose-built technology
- We stalk every aspect of your business
- We find and keep customers for you
- You won't pay for labor you don't need
- Foundational/operational expertise
- Higher NPS & CSAT
- Proactive insights
- Happier customers (we have stats to prove it too)
- Employee wellbeing (we have these stats too)
- Risk mitigators
- Iterative partnership

**Your customers expect a lot.**

**We deliver more.**

We know how to take CX to the next level, but don't take our word for it. Our clients have seen:

**60%**

cost savings

**48%**

CSAT increase

**50%**

reduction in training and certification time

**39%**

reduction in average talk time



### Build and train your superhero team

Unlock the secret to snagging top-tier global talent and optimize onboarding at warp speed with coaching, role-playing, and some seriously cool AI tools.



### Configure your superhero team

Pick your solutions and let us do the heavy lifting, so you can sit back and enjoy the show as your success story unfolds. We have the foundation and operational expertise to drive ROI and output.



### Innovate your engagement channels

Ride the trend wave, adapting to ever-changing communication preferences, all while delighting your customers. Who wants to tread water in yesterday's pond when you can surf tomorrow's wave?



### Converse intelligently

Harness our genie in the AI bottle to make customer interactions seamless. Conversational AI, conversation analytics, and Knowledge Assist are just a few tools that resolve inquiries better and faster.



### Optimize your systems of record

We are the efficiency architects, tirelessly fine-tuning our processes to precision. Because why settle for just a "good" CX experience?



### Innovate with Proactive Solutions

We review processes and provide solutions before problems emerge. We don't wait for issues to come to us; we hunt them down! By staying ahead of the game, we nip issues in the bud before they even occur.



**Ready to fly with TTEC Agility?**

#### 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](https://www.ttec.com).