

Effortless Omnichannel Orchestration

Solution Overview

The proliferation of digital channels continues to disrupt the contact center world. Simply turning on digital channels is not enough to stop your customers switching brands with one click. TTEC Effortless Omnichannel solutions take an outside-in approach to omnichannel and orchestrate customer-centric journeys that focus on the most effortless way to serve your customers.

Effortless Experience Design

Having a clear view of your current customer experience across all touchpoints is critical in orchestrating optimal interactions. Our effortless experience design services will help you understand your customer journeys and create a prioritized roadmap for your digital transformation while ensuring you have the tools and technology to accelerate your future-state CX.

Automation and Channel Optimization

Innovative cloud technology breaks down the barriers to true omnichannel success. Our Automation and Channel Optimization solutions leverage best-of-breed technology that enable you to reduce cost, improve CX and drive ROI. Our solutions focus on three core areas of Customer Self-Service, Agent Enablement and Channel Optimization.

Ongoing CX Improvement

Resistance to change is one of the biggest barriers to executing on new customer experiences. TTEC has developed new modalities to help drive rapid change and effective adoption with our clients. Our Ongoing CX Improvement services work through a Strategic Transformation Office that partners with you long-term to ensure the effective use of technology delivers on your desired business outcomes.

TTEC Effortless Omnichannel Solutions drive real-world results

50% ▼
Reduction in cost to serve

50% ▼
Reduction in human dependency

30% ▼
Reduction in average handle time

90% ▼
Reduction in time to proficiency

50% ▲
Improvement in first contact resolution

25% ▲
Improvement in customer satisfaction

20% ▲
Improvement in agent engagement

Why TTEC

Solution Overview

TTEC is an industry-leading customer experience company who combines superior strategy, award-winning people engagement and proven processes with best-of-breed technology to help you reduce cost, improve CX and drive ROI.

Our end-to-end technology stack

CUSTOMER JOURNEY ORCHESTRATION	Customer Journey Orchestration		Humanify Insights Platform		NBA/NBO
CUSTOMER SELF-SERVICE & AUTOMATION	AI-enabled Customer Assist	Speech Recognition & Natural Language IVR	Process Automation	Humanify Digital Worker Factory Orchestrator	
OMNICHANNEL CONTACT CENTER PLATFORM	Omnichannel Routing (Inbound/outbound)	Digital Messaging	Agent Desktop	CRM Integration	Reporting & Analytics
AGENT PRODUCTIVITY	Knowledge Management	Associate Assist (AI)	RealPlay AI-Simulated Learning	Digital Training	Robotic & Desktop Process Automation
WFO, EXPERIENCE MANAGEMENT & SECURITY	Workforce Management & Performance Management	Call Recording & QM, Speech Analytics, & Transcription	Voice Biometrics & Fraud Detection	Experience Management	



We are CX experts & innovators

Team of 100+ Expert CX professionals in strategy, analytics, technology, and organizational performance.



We deliver holistic transformation solutions

We unify and deliver end-to-end solutions across strategy, technology and services to truly transform CX.



We make great CX a reality

We operationalize and continuously optimize to deliver valuable business outcomes.

About us

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