

# Global Crisis: COVID-19 Vaccine Distribution Management

In the urgency to vaccinate our population, the right citizen experience is mission critical

## The collective challenge

News of distribution failures nationwide are growing; here are the most common pitfalls

### Lagging Citizen Vaccination Rates – Confusion, Education, Awareness, and Outreach

Though vaccine supply and distribution is ramping up, getting shots into citizens' arms remains a huge hurdle with numerous gaps in the vaccination experience journey.

### Lack of Proactive, Demand-based Experience Coordination – Registration & Appointment Scheduling

Gaps in vaccine supply and distribution planning have cascaded to create a disorganized and broken citizen registration and scheduling experience – significantly slowing mass vaccination to the population.

### Lack of Consistent Data and Reporting Process – Vaccine Monitoring & Tracking

Networks of outdated, legacy systems, processes, and databases are making final inoculation reporting and tracking compliance difficult.

## The solution

TTEC's vision and solution for an efficient, demand-based, safe consumer vaccination experience

## What's at risk



Vaccine spoilage & waste



Vaccine overages & shortages regionally



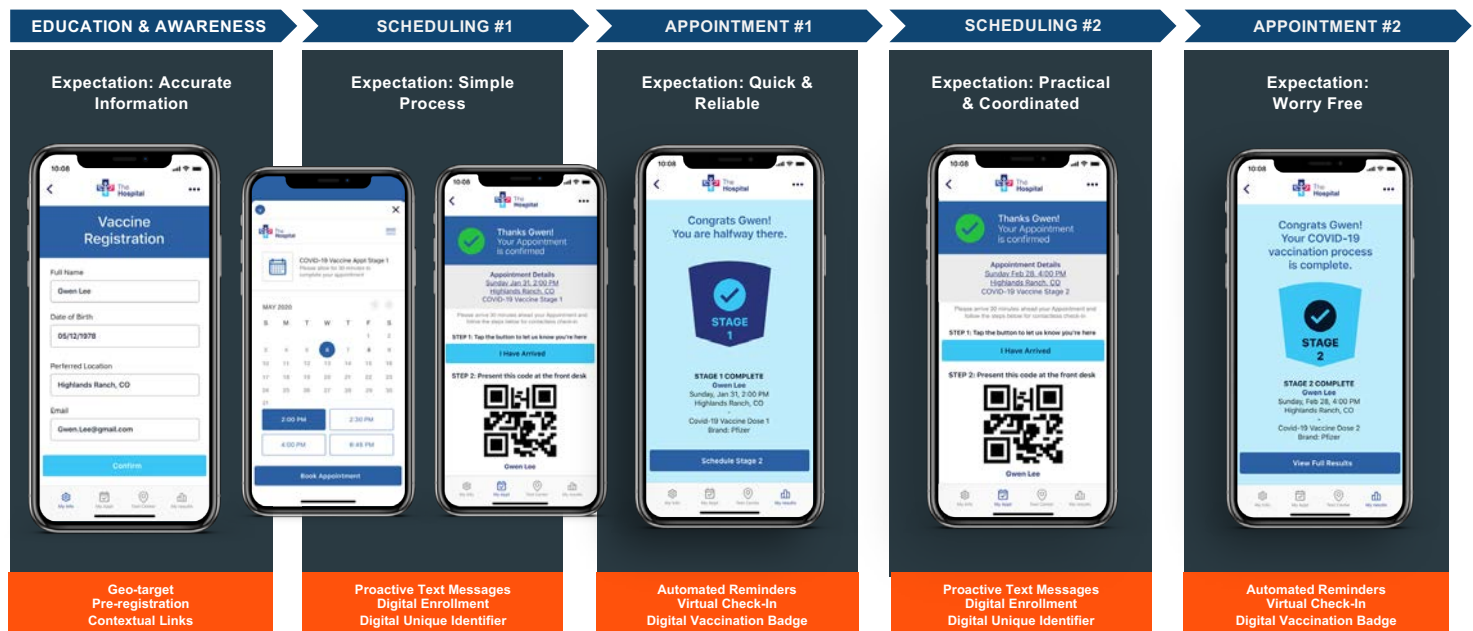
Unsafe & chaotic vaccination experience



Increased infection & death rates



Significant negative press & stress for providers and government(s)



**ScheduleNOW**



Connect empathetic readily-available at-home associates with citizens to deliver accurate vaccine information, communication, and scheduling support at scale.

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

**Rapid Deployment** Be operational in as little as two weeks

**Inception point for end-to-end vaccine management** Build of the embedded omnichannel and training platforms to introduce automation, dramatically reducing the number of incoming contacts

**ScheduleNOW+**



Reduce contacts handled and create cost efficiencies with our scheduling and messaging technology solution designed to operate scheduling, appointment management, and FAQs using automation.

**Automated Scheduling and Appointment Management** Embedded into your website, we add in eligibility survey, registration, scheduling, and appointment prioritization management

**IVR & Web Deflection to Messaging** Develop simple FAQ AI to automate responses that are deflected from primary web and interactive voice response (IVR) channels to messaging

**Integration-Ready for End-to-End Vaccine Management** Ready to integrate with your existing systems and / or TTECs full suite of vaccine management technologies

**VaccinateNOW**



Deploy a holistic solution, with skilled associates and advanced technology, at scale to ensure citizens have an informed, safe, and efficient vaccination experience, from awareness to registration, scheduling, to final inoculation certification.

**Meet citizens where they are** Deliver safe, efficient, digitally-enabled vaccination experiences. Citizens can interact in their channel of choice (voice, messaging, email, etc.) to improve and accelerate the vaccination experience

**Systems integrated for complex scheduling & reporting** Achieve real-time, geo-specific appointment scheduling, and timely reporting/tracking to national and state/local databases by replacing and/or augmenting current systems with a flexible and modular approach

**Automation for accelerated mass vaccination** Enable self-serve to drive easy, fluid, and cost-effective vaccination experiences. Automation delivers ongoing vaccine awareness, registration, appointment scheduling, and rescheduling to meet citizens' needs at scale throughout the vaccination journey

**TTEC is a trusted resource for continuity-critical operations and have driven results in times of crisis**

**60%**

increase in multichannel citizen engagement

**72 hours**

Stood up a virtual contact center in less than 72 hrs

**29%**

reduction in help line calls quarter-over-quarter

**96%**

quality performance

**Your teams and citizens deserve the optimal vaccine experience - we're ready to help.**

[cx@ttec.com](mailto:cx@ttec.com)

**Connect with an expert >**

**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](http://www.ttec.com).