



Government

Fast facts and capabilities overview

TTEC's Government Capabilities

TTEC designs, builds and delivers transformative citizen experiences for state and local governments. Our FedRAMP authorized contact center solution ensures superior CX, security, and citizen trust. Our government experts can help you design and deliver secure omnichannel contact center solutions.

We focus on delivering the outcomes that matter most to our clients.

Increase Efficiency

Reduced average handle time
Increased conversion rate with a 40% reduction in training time, saving \$825K annually

Citizen Experience

13% improved CSAT
8% increase in issue resolution
7% increase in NPS by leveraging knowledge management capabilities

Agent Performance

12% reduction in associate attrition
Four-week reduction in agent training time

About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is a global customer and citizen experience company that designs, builds and operates captivating omnichannel customer experiences for many of the world's most innovative brands and government agencies. The Company delivers outcome-based citizen engagement solutions through TTEC Digital which designs and builds citizen experience consulting and technology solutions and TTEC Engage which operates citizen care, growth and trust and safety services.

Our 47,800+ employees interact with 3.5 million customers and citizens a day

6 continents | 24 countries

89 customer engagement centers

Case Study

State eases overwhelmed contact centers with messaging:
Faced with an overwhelmed contact center during the COVID-19 pandemic, a state agency added chatbot and messaging options for citizens seeking unemployment

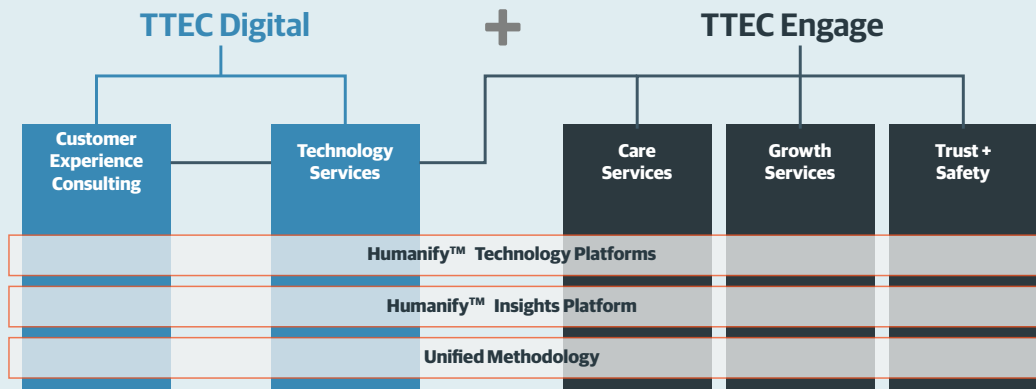
The Results

35%
of voice calls deflected to messaging

25%
increase in messaging channel in less than 2 weeks

3.5%
more closed contact compared to voice

Technology-enabled, insight driven citizen engagement as a service



TTEC Digital

Designs and builds human centric, tech-enabled, insight-driven citizen experience solutions

The company's digital center of excellence, blends strategic consulting services and cloud-based technology platforms to design and build innovative customer experiences, all powered by insights.

- Strategy + Optimization
- Analytics + Insights
- Learning + Performance
- AI/Bots
- Omnichannel
- CRM
- Systems Integration
- Innovation

400+ CX Consultants globally

20+ years of thought leadership

100K Cloud/SaaS and managed seats daily

3.5M customer interactions managed daily

TTEC Engage

Delivers captivating citizen experiences through operational excellence

The company's global hub of operational excellence provides clients award-winning, turnkey customer acquisition, care, revenue growth, and digital trust and safety services.

- Care
- Service to Sales
- Trust + Safety
- Humanify™@home
- Demand + Acquisition
- Retention + Expansion
- Loyalty
- SMB Sales

56+ client NPS

25% higher employee engagement than Gallup benchmark

\$4B+ incremental sales generated annually*

5:1 target ROI delivered in digital and acquisition sales benchmark*

Our Way: Humanify™ Customer Engagement as a Service

Design. Build. Operate. Captivate.

Our proprietary Humanify™ Customer Engagement as a Service offering integrates the strategy consulting and omnichannel technology capabilities of TTEC Digital with the operational excellence and brand ambassadors of TTEC Engage to deliver amazing customer experiences across every channel, every time.

116 Patents

Corporate Responsibility



Our company works with clients every day to bring humanity to the customer experience. Extending that care and connection to the communities in which we serve through the TeleTech Community Foundation (TTCF) helps keep us true to our company values to lead every day and do the right thing. The foundation was established to support employees' passion for making a sustainable and positive impact in their communities. Every year the foundation

awards grants to local nonprofit organizations that strive to transform the educational experience for students of greatest need. The program is employee-driven, meaning any employee worldwide can sponsor a nonprofit organization focused on education in their community by submitting a grant request to the foundation.

The Good Sense program

Taking care of our communities and our environment is a heartfelt passion shared by our executives and employees worldwide. We've made it a priority by establishing a company-wide approach called Good Sense to enable employees to direct funding and volunteer efforts toward programs, activities, and events that make a real difference to countless people and places around the globe.

Our commitment to veterans

It takes a combination of leadership, discipline, drive, and dedication to serve one's country. For that reason, hiring veterans isn't just the right thing to do - it's the smart thing to do. At TTEC, we are dedicated to hiring 1,000 veterans every year, and have forged partnerships within the community to make this goal a reality.

Values

Our company purpose is to bring humanity to the customer experience across every interaction channel. Our employees live by a set of customer-focused values that guide relationships with clients, their customers, and each other.

Lead every day

Do the right thing

Reach for amazing

Seek first to understand

Act as one

Live life passionately

Awards and Accolades

We are honored to be recognized for the work that we do.

- Leader in Gartner's Magic Quadrant for Customer Management Contact Center BPO seven consecutive times
- Leader in Everest Group's Contact Center Outsourcing PEAK Matrix
- Cisco's 2018 Customer Care Partner of the Year
- Verint's 2018 North America Cloud Partner of the Year
- Training Industry, Inc.'s 2018 "Training Outsourcing Companies Watch List"
- IAOP Global Outsourcing List of World's Best Service Providers
- Nine 2018 Stevie® Awards for Sales and Customer Service
- Leader in ISG's Contact Center Customer Experience Services Quadrant Report
- Brandon Hall Group Silver Award for Best Results of a Learning Program



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