Humanify® Enterprise for Government

Secure Cloud for Government CX

Connecting the citizen experience

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 Humanify Enterprise for Government (Humanify G) is a proven customer experience solution, powered by the reliability of Cisco's Hosted Collaboration Solution (HCS). Our exclusive cloud solution employ's TTEC's differentiated features that enhance the capability and flexibility of the Cisco platform. 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.

Humanify G is a customer experience solution, powered by the reliability of Cisco®

Highly-scalable to meet citizen demand

Exceeding expectations with strategy + technology

Don't just meet directives and constituent expectations, but 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.

Key feature offerings

Channels	UC & CRM	Supervisor & QA	Agent	WFM & Reporting
Voice (inbound + outbound)	CRM Integrations: Salesforce Zendesk MS dynamics Servicenow Oracle Service Cloud Siebel SAP	Humanify Portal & Humanify Portal mobile	Omnichannel desktop	Standard & customizable reporting
Chat (static + proactive)		Interaction manager call flow builder	Dynamic routing	Real-time dashboards
Email		Actionable dashboards	IVR	Humanify Insights Platform
Video		Supervisor assist: Monitoring, barge-in and coaching	Whisper	Quality mangement
Social			Humanify callbacks	Call & screen recording
Cobrowse	Cross-channel interaction history	Post call surveys	Co-browse	
SMS/MMS (short + long code)	Unified communications	Outbound campaign management (progressive, preview & predictive dialing)	Journey orchestration	
Fax			Knowledge management	
Bots				

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

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

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

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

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

CRM integrations
Integrate with most CRM solutions for associate empowerment

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

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

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

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

Security and Compliance

Secure Cloud Computing

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

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 (508 compliant by Q4 2019)

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) certification to meet DoD requirements - planned
- FISMA Moderate Authority to Operate (ATO) with multiple civilian agencies (Census, Department of Education, Health and Human Services, Department of Labor)

Humanify G – uniquely experienced to deliver superior Government CX.

*See Humanify Portal Datasheet

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About us

TTEC (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. The Company delivers outcome-based customer engagement solutions through TTEC Digital, its digital consultancy that designs and builds human centric, tech-enabled, insight-driven customer experience solutions for clients and TTEC Engage, its delivery center of excellence, that operates customer acquisition, care, fraud prevention and detection, and content moderation services. Founded in 1982, the Company's 52,400 employees operate on six continents across the globe and 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.