

Intelligent Automation 'as a Service'

Powered by Digital Worker Factory

Drive better business outcomes by evolving your automation

Our Intelligent Automation 'as a Service' optimizes costs and enhances business value by inserting thoughtful automation into key areas of the end-to-end customer journey. With strategic (and intelligent) automation, you can drastically improve the customer experience, enable and equip employees for greater productivity, and escalate contact center efficiencies.

Initiate Thoughtful Self-Service

When self-service options aren't easy to find and use, customers leave. Today's tech-savvy and impulsive customers want answers without human intervention. Our comprehensive and sophisticated bot technology maps issue type to channel across the entire customer journey, providing immediate (and preferred) self-service options for customers, removing customer effort and reducing your cost to serve.

Prevent the queue to keep customers happy and loyal

Upgrade Employee Experience

Great customer experience is heavily influenced by how well you enable and equip your agents with the tools they need for success. Our intelligent automation solutions combine journey management, issue type and channel mapping to improve agent productivity and satisfaction while reducing attrition and improving customer experience.

Reduce training time while increasing workforce capacity

Eliminate Tedious Redundancies

Employee morale plummets when associates perform more repetitive 'busy work' tasks than fulfilling and satisfying activities. Remove the most time-consuming and redundant manual tasks employees perform in the front- and back- office with Robotic Process Automation (RPA) and Robotic Desktop Automation (RDA). Realize business outcomes faster by deploying and implementing error-proof "bots" across any application with minimal disruption to the organization.

Remove friction from your workflows and manage tasks more efficiently

Intelligent Automation 'as a Service' is powered by our proprietary Digital Worker Factory Orchestrator. It seamlessly integrates disparate systems and automates key touchpoints along the customer journey, making it possible for brands to deliver truly omnichannel experiences. So, regardless of which channel they choose to shop or communicate through, customers are continuously reassured they're interacting with the same company.

Proof Points

20-40%

cost reduction

30-50%

improvement in AHT

70-100%

automation of back office functions

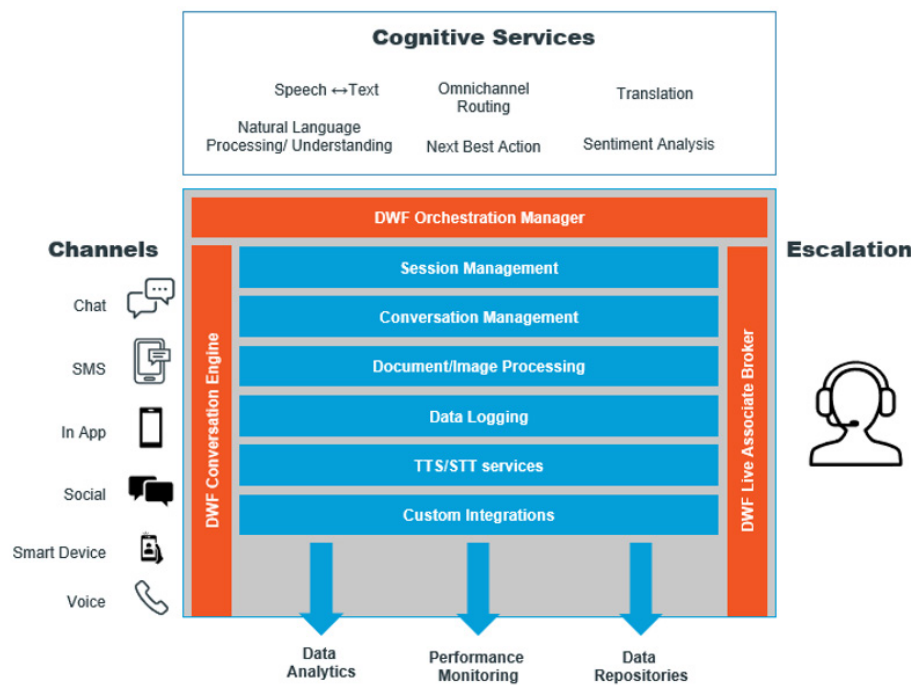
30%

shift from voice to digital channels

Choose TTEC

Although many claim to have mastered customer happiness across all channels and touchpoints - very few can prove it. **TTEC is one of the few.**

TTEC is a contact center industry leader that utilizes its breadth of experience to craft solutions that meet business outcomes. Our proprietary, platform-agnostic, Digital Worker Factory Orchestrator makes optimizing your technology investments effortless for your agents, your organization, and the customers that you serve.



We are customer experienced

100+ expert CX professionals in strategy, analytics, technology, and organizational performance

We simplify complex integrations

Agnostic API connects complex platforms to design and deliver effortless CX in every channel

We enable analytics-based decisioning

Data from third-party technologies come together in a single location to ensure fast, educated decision-making

Contact us:
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Connect with an expert here >