

Master the effortless retail experience

Enabling the highest customer satisfaction at the lowest overall cost



In only a year, consumer activity in the E-commerce space has skyrocketed. It's estimated that US consumers will spend over \$1 Trillion through digital retail channels in 2022, according to eMarketer. Customers expect a quick, personalized, and effortless experience when making purchases online. The shift to a digital-first approach is critical for retailers as they are faced with increasing customer expectations.

TTEC has almost 40 years experience in helping the world's leading retailers design, build, and deliver amazing customer and employee experiences driven by AI & automation technology and seamless omnichannel interactions.

Our retail solutions are outcome-focused

Meeting new consumer habits while reducing cost to serve requires a digital-first, customer centric approach. Digitally transforming legacy support systems is a key enabler of achieving "effortless" experiences. A truly effortless experience ripples throughout the entire organization - across strategy, people, processes, and technology.



Omnichannel Orchestration

Seamless omnichannel experience and self-service options



Effortless and personalized customer experiences throughout their entire journey



Intelligent Automation

Intelligently automating customer journeys, back and front-end processes and eliminating manual repetitive tasks



AI and Automation increase efficiency and productivity, allowing agents to focus on more complex tasks



Customer Support

Support, train and optimize performance for agents in a secure Brick & Mortar or At Home environment



Best-in-class onboarding, development and support tools improve employee experience and retention

Effortless retail experiences drive valuable business outcomes

\$2M

in cost savings

40%

conversion rate above target

22.5%

ROI achieved by client

"GOLD STANDARD"

customer support awarded by client

TTEC client results

The effortless retail effect

From	➔	To
Rising costs to serve	➔	Reduced cost per customer and overall TCO
Transaction-driven	➔	Experience- & engagement-focused
Staffing limitations and labor costs	➔	Diminished reliance on live agents
Discrete channels	➔	Orchestrated journeys
Complex, disconnected vendor network	➔	Strategic, end-to-end partnership with aligned incentives
Contracting challenges related to a fees-based approach	➔	Innovative, shared-risk commercial framework
Reliance on CAPEX investment	➔	Cloud-based, OPEX structure
Technology point solutions	➔	Transformational, omnichannel, digital-first customer experiences
Inefficient manual repeated processes	➔	More time solving customer needs and enhancing brand

Partner with an end-to-end CX Transformation Expert

We have the know-how required to make CX a strategic differentiator

-  Holistic Solutions
-  Operational Excellence
-  Innovation Enablers
-  Simplify Complexity
-  Strategic partner
-  Outcome-based approach
-  67+ Client NPS
-  Almost 40 years experience & expertise

Make shopping fast and convenient for your customers anytime, anywhere

TTEC can help you create amazing customer and employee experiences, contact center operational efficiency, and greater loyalty for your brand.

CONNECT WITH AN EXPERT >

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About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is one of the largest global CX (customer experience) technology and services innovators for end-to-end, digital CX solutions. The Company delivers CX technology and operational CX orchestration at scale through its proprietary cloud-based CXaaS (Customer Experience as a Service) platform. Serving iconic and disruptive brands, TTEC's solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next-gen digital and cognitive technology, the Company's Digital business designs, builds, and operates omnichannel contact center technology, conversational messaging, CRM, automation (AI / ML and RPA), and analytics solutions. The Company's Engage business delivers digital customer engagement, customer acquisition & growth, content moderation, fraud prevention, and data annotation solutions. Founded in 1982, the Company's commitment to CX excellence has earned its leading client NPS scores worldwide. TTEC's nearly 59,000 employees operate on six continents and bring technology and human ingenuity together to deliver happy customers and differentiated business results. To learn more, visit us at www.ttec.com.