

Mastering the Effortless Experience

Why TTEC is the ideal partner for you

We know that your customer relationships are the most important asset to you. That's why our number one priority is keeping them happy and making their experience effortless.

The world's most admired companies have been leveraging our strategy, services and technology to deliver simple, easy, and satisfying customer experiences every day, and in every way for decades.

Get the best combination of strategy, people, processes, and technology to fuel your transformation. Partner with the best to get the best: experience and expertise powered by leading contact center technologies.

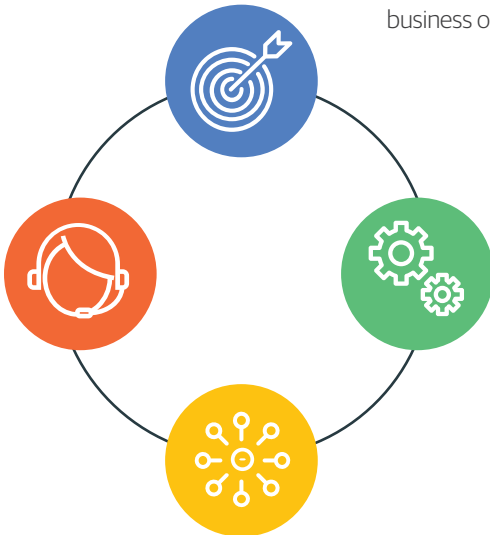
How we create and deliver 'as a service' effortless experiences

Operate

Manage and scale operations across your entire ecosystem to drive governance, superior customer experiences and growth.

Design

Understand your customers unique journeys and orchestrate those journeys to deliver proactive and personalized experiences aligned to business outcomes.



Optimize

Activate digital channels and optimize existing and emerging technologies to enable seamless customer journeys.

Automate

Leverage intelligent automation and AI to gain efficiencies in customer selfservice and employee productivity and shift from a channel-centric to customer-centric approach.

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

10-50%
lower cost to serve*

2-10%
increase in revenue*

5-25%
increase in NPS*

5-20%
increase in employee engagement*

Our experience speaks for itself

Award-winning approach to CX transformation

Strong operational expertise to drive ROI

Ability to scale rapidly

Ongoing CX optimization

*All numbers are representative of client outcomes.

CX strategy, proven processes, award-winning people engagement and best-of-breed technology



CX Strategy & Digital Consulting

We design CX and omnichannel strategies that accelerate digital transformation and high-value business outcomes. Our CX Strategy solutions redefine business models, simplify processes, engage customers, and inspire employees.



Contact Center Software

Our Humanify® Technology Platforms provide businesses with the right tools, digital technologies, and infrastructure to create omnichannel contact center experiences, in the cloud and on-premise.



Omnichannel Orchestration

Our technology expertise will help you deliver frictionless experiences for employees and customers across every channel and realize the true value of omnichannel customer service through orchestration, not just technology.



CX Analytics

Our analytics solutions give you a 360° view of your customers and enhance associate performance and training.



Learning & Knowledge

Create employee experiences that inspire and empower employees to deliver amazing customer experiences across every channel. Our Learning and Knowledge solutions help create brand advocates for your brand.



Customer Care

The contact center training, technology, and operational tools to deliver excellence at every touchpoint. Our customer care solutions provide the customer support specialists to represent your brand.



Inside Sales as a Service

Deliver best-in-class results, whether you're looking to acquire new customers or grow the ones you already have. Our sales and revenue growth solutions help you acquire customers and increase customer loyalty and lifetime value.



Fraud Prevention & Detection

Our fraud prevention and detection solutions provide state-of-the-art technology, processes, and trained experts so your company's customer experiences are safe, secure, and trustworthy.



CX for Startups

Our CX for Startups solutions provide highly trained and engaged associates a strong technological and operational infrastructure, deployed in a flexible, agile model.



Automation & AI

Deploy machine learning and artificial intelligence to build Intelligent Virtual Assistants (IVAs) that create a seamless support experience. Our Automation and AI solutions enable 24/7 availability, across all channels.