



The Challenge: Meeting the Federal COVID-19 Vaccination Mandate for Employers with 100 or More Workers

In order to get vaccines to everyone, we must create a safe, efficient, and highly orchestrated employee experience

Given the consequences, failure will be costly

For non-compliance, employers face a penalty of \$14,000 per violation.

LAGGING VACCINATION RATES

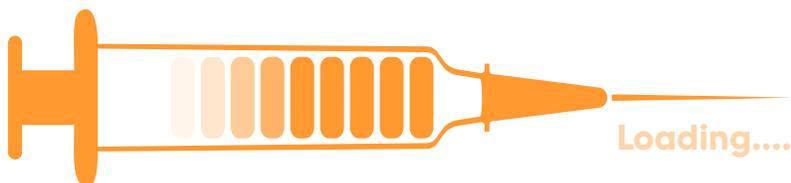
Lack of: Lack of: Education, Awareness and Outreach

Though supply has ramped up, getting shots into arms remains a huge hurdle with numerous gaps in the vaccination experience journey.

LACK OF CONSISTENT DATA AND REPORTING PROCESS

Unreliable Vaccine Monitoring & Tracking

Networks of outdated legacy systems and processes have made vaccination status and compliance tracking difficult.



What's at risk?

- Inability to operate business as usual
- More severe Covid cases due to variants
- Chaotic & unsafe vaccination experience
- Increased death rates
- Significant negative press & stress for companies
- Balancing vaccine compliance with testing
- Impact to ability to qualify for Medicare/Medicaid

The Solution

TTEC's vision and solution to create a safe, efficient, and highly orchestrated employee experience.



Attestation Management System
Self-serve vaccine card upload, status declaration & automated notifications



Vaccine Scheduling Technology
A streamlined scheduling system with automated follow up & reminders



Test Status Confirmation Solution
Manage entry status for visitors or as employees work through vaccination



Compliance Status Reporting
Track compliance throughout vaccination, testing & attestation

VaccinateNOW and AttestNOW

Client Results

VaccinateNOW



Empathetic readily-available at-home associates at scale

Foundational Contact Center Services: Have at your fingertips a sophisticated, fully managed contact center operation for vaccine response

Foundational Contact Center Technology: A turn-key platform that provides IVR, multi-channel interaction handling and out-of-the-box reporting functionality

Curriculum Design: Included services to develop and deliver your online Vaccine Management training program as well as off the shelf soft skills and remote management modules

AttestNOW



A full-service Attestation Management technology solution to automate the entire vaccine attestation process

Automated Vaccine Card Attestation: Pre-configured automated workflows that enable the required individuals to complete an attestation workflow and upload vaccine documentation

Digital Self-Service: Mobile enabled and ready for immediate deployment, portal driven, and with configurable workflows to manage vaccine requirement notification, email & SMS communication campaigns, vaccine card capture, vaccine status, exemptions, reminders, and more

IVR & Web Deflection to Digital: Utilize simple FAQ AI to automate responses that are deflected from primary web and interactive voice response (IVR) channels to digital channels

TestNOW



Deploy a forward-looking solution designed to support "return to work" initiatives

Meet workers where they are: Deliver safe, efficient remote testing, capture results digitally, and generate mobile-ready facility entry codes

Mobile-First: Utilizing rich business messaging, provide users with an automated workflow to validate test status and receive QR-codes for safely clearing security and gaining access to facilities

Automation for accelerated mass attestation: Enable self-serve to drive easy, fluid, and cost-effective test attestation while creating a fully reportable and secure status database. Keep interactions and workflows in a digital channel to control and reduce the support costs

VaccinateNOW+



Combine VaccinateNOW with AttestNOW to leverage a full-service people plus technology solution

Automated Vaccine Card Attestation Pre-configured automated workflows that enable the required individuals to complete an attestation workflow and upload vaccine documentation

Expert Support and processing supported by TTEC's associates, manual attestation reviews and employees needing additional support will have access to a knowledgeable team

Messaging Solutions Optionally add in messaging capabilities to offer a highly scalable communication management channel, providing optimal labor utilization and further automation options across IVR and Web

85% positive experience

Of messaging contacts have a positive interaction (6% more than voice interactions)

72 hours

Stood up a virtual contact center in less than 72 hours

93% cost savings

Reduction in cost per contact via messaging compared to voice outreach

10x via messaging

On average, messaging delivered 10x higher conversion rate than voice

Your teams deserve the optimal vaccine mandate management experience

we're ready to help.

CX@ttec.com

CONNECT WITH AN EXPERT

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.