

# Our impact in Communications and Media

Building long-term loyalty and a  
healthier bottom line



## We help leading communications and media brands stay ahead

Communications and media businesses need to deliver seamless support regarding a complex, ever-changing array of products. Customers expect access to 24/7 expert support and issues to be resolved quickly. We have been helping communications and media brands deliver fast and frictionless support for decades. Our CX solutions are easily deployable, scalable, agile, and quickly drive engagement while reducing costs.

## TTEC Communications and Media client results

Through our customer experience BPO, technology, consulting, and analytics services, we optimize experiences, lower costs, and boost your bottom line. Click on the results below to learn more.

Cost Reduction /  
Savings Identified

Revenue / Sales  
Generated

Improved Customer  
& Employee Experience

## TTEC Communications and Media at a glance

**40**

years of experience  
as a Communications &  
Media leader

Excellence in **Customer  
Care Outsourcing,  
Customer Acquisition  
and Retention, and  
Digital Transformation**

**86**

NPS Score

**70.9**

eNPS

**89%**

Employee  
Engagement score

Partner with TTEC Communications & Media to start  
making an impact in your organization today