

Training new staff, upskilling teams in new products or supporting seasonal ramps can cost organizations hundreds of thousands per year in resource costs, and still deliver a subpar customer experience. Our proprietary award-winning RealPlay™ Learning Solution leverages the latest Artificial Intelligence (AI), voice recognition, machine learning technology, responsive game development, and data visualization to simulate the same real-world customer scenarios associates experience before they take live calls from real customers.

RealPlay's three components work cooperatively and seamlessly to prepare learners for success

RealPlay BOT

Al-powered engine that provides asynchronous practice, consistent feedback and personalized coaching

RealPlay Sandbox

Responsive frontend and database that enables HIPAA and PCI compliant systems practice

RealPlay Dashboard

Operations-based, insights platform that provides KPI performance, including speed-to-proficiency

Make learning fast, engaging and effortless with our awardwinning RealPlay™ solution

Traditional training methods can be unengaging and have ongoing expenses that add up to large amounts of money over time. Our RealPlay™ learning solution is easy to implement, requires minimal upkeep and upskills employees quickly and effectively.

RealPlay™ AI-powered Learning drives realworld results

57%



Reduction in onboarding time

50%



Reduction in contact center nesting

75%

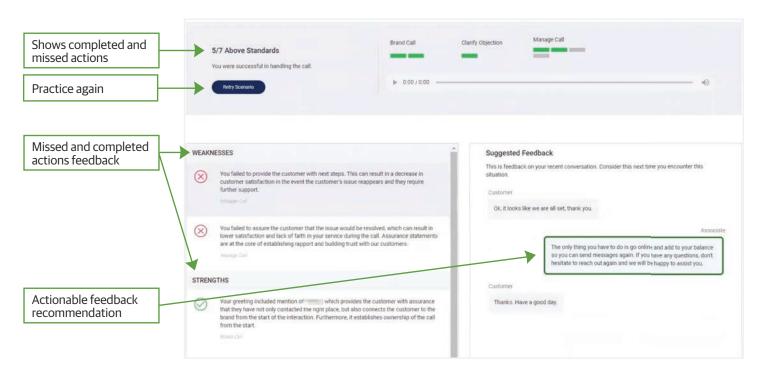


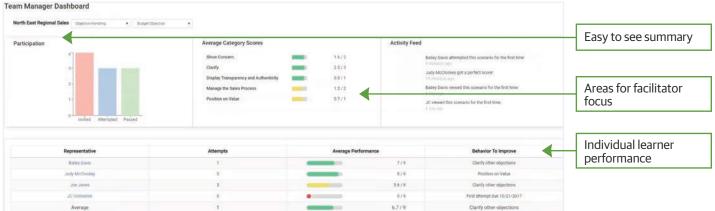
Increase in speed-to-proficiency.

- + Speedy Implementation
- + Seamless Integration
- + Comprehensive Training Platform
- + Consistent Training Methodology
- + Scalable Model



2020 WINNER
DISRUPTIVE TECHNOLOGY
OF THE YEAR





About us

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading global customer experience technology and services company focused on the design, implementation and delivery of transformative customer experience for many of the world's most iconic and disruptive brands. TTEC Digital delivers outcome-based, human-centric, tech-enabled, insight-driven customer experience solutions. TTEC Engage operates customer acquisition, care, fraud prevention and detection, and content moderation services. These two offerings combined deliver flexible and extensible customer experience solutions at scale. Founded in 1982, with nearly 50K employees and offices on six continents across the globe, the company and its employees are proud to live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TTEC is bringing humanity to the customer experience, visit www.ttec.com