

Reimagine the citizen experience

TTEC Government Solutions



Empathy meets efficiency

With citizen expectations on the rise and a new wave of digital acceleration, it's now more important than ever to provide an empathetic and effortless experience.

Our FedRAMP and IL4 authorized contact center solutions help federal, state and local governments design and deliver digital-first experiences and build citizen trust.

We focus on delivering the outcomes that matter

Intelligent automation capabilities such as AI, machine learning, and robotic processing automation are a cost-effective way for logistics organisation to improve its customer experience by empowering customer self-service and augmenting the associate experience through intelligent virtual assistants that help them learn and serve customers better.



Increase Efficiency

Reduced average handle time

Increase conversion rate with a 40% reduction in training time, saving \$825k annually



Citizen Experience

13% Improved CSAT

8% increase in issue resolution

7% increase in NPS by leveraging knowledge management capabilities



Agent Performance

12% reduction in agent attrition

Four-week reduction in agent training time

Case Study

State eases overwhelmed contact centers

Faced with an overwhelmed contact center during the COVID-19 pandemic, a state agency added chatbot and messaging options for citizens seeking unemployment.

The Results

35%

of voice calls deflected to messaging

25%

increase in messaging channel in less than 2 weeks

3.5%

more closed contact compared to voice

Support and serve your citizens with rapid agent deployment and seamless digital experiences

Exceptional citizen engagement

TTEC designs, builds and delivers transformative citizen experiences



Humanify @home - Award-winning at-home operations

Our @home approach helps you accommodate for major ramps, seasonality, and daily fluctuations. Scale up or down every time business needs change with our rapidly deployable, flexible workforce, and industry-leading training solutions.



Smart Seasonal and Surge – rapid support when it's needed most

From data breaches to natural disasters, being ready for the expected and unexpected is what every citizen expects from its government. We can be ready to deploy and stand-up agents in as little as 24hrs to 2 weeks depending on the situation.

Accelerate digital transformation

TTEC delivers best-of-breed technology to improve citizen experience and supercharge ROI



FedRAMP and IL4 Authorized Cloud Contact Center

Meet citizens in the channel of their choice with our Humanify® Enterprise for Government solution. Humanify® G is a highly-scalable, omnichannel cloud solution designed for agencies of all sizes, allowing you to meet citizen demand and provide a digital-first effortless experience.



Intelligent Automation & Conversational Messaging

Quadruple the number of interactions that agents can handle concurrently through conversational messaging. Gain further efficiencies and increase productivity through the implementation of intelligent automation solutions such as RDA/RPA, AI analytics and intelligent virtual assistants.

We are experts in citizen experience

Our dedicated public sector practice is focused on combining our unique capability of innovative people and technology solutions to meet the surge in citizen demand and increasing expectations.



Holistic Solutions



Strategic partner



Operational Excellence



Outcome-based approach



Innovation Enablers



70+ Client NPS



Simplify Complexity



38+ years experience

35%

Customer interactions managed daily

300m

Citizens served every year

TTEC designs, builds and delivers transformative citizen experiences for federal, state and local governments.

LEARN MORE >

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About TTEC

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.