

# Why TTEC is the ideal partner for you



We know that your customer relationships are the most important asset to you. It's important to us too because we are an extension of your brand.

For decades, the world's most admired companies have been leveraging our people, technology, strategy, data analytics, and services to deliver effortless customer experiences, fraud prevention, and incremental sales revenue.

We optimize customer journeys to acquire new customers and keep them for a lifetime leveraging technology and analytics to deliver personalized experiences, delivering the right message at the right time.

## Make your CX vision and outcome based objectives a reality by partnering with TTEC

High performing and engaged teams

Best of breed technologies to drive increased sales and improved, efficient, and happier associates



Our strategic vision starts with your objectives

Data-driven approach and methodology

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

**+70**  
client NPS, the highest in the service industry

**25%**  
higher employee engagement than Gallup Benchmark

**\$4B+**  
incremental sales generated annually\*

**5:1**  
target ROI delivered in digital and acquisition sales benchmark\*

## Our experience speaks for itself

CX leader with decades of experience supporting customers

Global facilities, people, processes, and modern omnichannel technologies that build value across every interaction

Industry leaders and award-winning care and sales services

Speed to launch, ongoing optimizations, minimal transition risk

A virtual contact center solution that merges the quality and security of an on-site center with the flexibility and cost structure of a work-from-home model

\*All numbers are representative of client outcomes.

# People + Technology



## 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.



## 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.



## 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.



## 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.



## 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.