

# Knowledge Enablement Services



AI puts information at your fingertips with speed, accuracy, and context

## Move from information overload to powerful knowledge

The backbone of any strong CX operation is a foundational set of knowledge that can be easily shared among employees and with customers. And AI is primed to support the evolution of the knowledge base from an inefficient system to a useful guide for employees and customers alike.

Technology alone isn't the answer. A blend of AI innovation plus human knowledge experts combine to accelerate knowledge management to its true potential for fast, accurate, seamless insight delivery.

## Shift to AI-enabled knowledge management

Large Language Models (LLMs), the engine behind AI tools, are unforgiving in their expectation of accurate, consistent, and relevant information. Don't make the same old mistakes by simply shifting current knowledge base to a new platform.

Instead, focus on optimizing your existing content for both AI and humans to get the right information to the right person at the right time, with the right context. Use human experts to determine the best processes and ongoing management. Then align knowledge management processes with machine learning workflows and human oversight to ensure the ongoing success of CX AI initiatives through continuous improvement.

## Knowledge management needs an AI upgrade

**50%**

of customer service teams don't feel they have effective or sufficient knowledge bases

**63%**

of customers have already used your website and read FAQs before calling

**<70%**

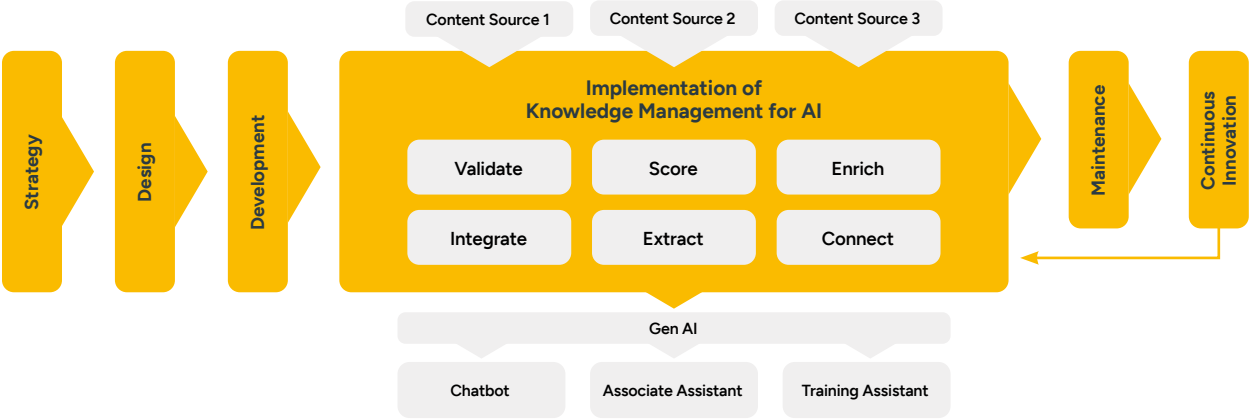
accuracy when users access unoptimized knowledge content

### Benefits of Knowledge Enablement Services

- Provide associates with real-time answers to common questions to reduce escalations
- Connect with conversational AI tools to flag common call types and provide information to associates so they are prepared before a call comes in
- Have information on hand so nothing becomes an edge case

### How it works

Combine the power of generative AI with decades of knowledge management expertise.



### Where AI meets human intelligence



**Integrate**  
Connect to any content source



**Score**  
Score based on quality and accuracy



**Extract**  
Extract relevant content and split into blocks



**Connect**  
Link concept across content types



**Enrich**  
Standardize and enrich semantic meaning and vectorize



**Validate**  
Human-in-the-loop AI monitoring and performance management



**Bring humanity to technology with AI-powered knowledge enablement solutions.**

Contact us to help optimize your CX at the point of conversation.

**CONTACT US →**

**CX@ttec.com**

### About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enabled digital CX solutions. The Company delivers leading 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 outcome-based 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 and growth, content moderation, fraud prevention, and data annotation solutions. Founded in 1982, the Company's singular obsession with CX excellence has earned it leading client NPS scores across the globe. The Company's 63,900 employees operate on six continents and bring technology and humanity together to deliver happy customers and differentiated business results. To learn more visit us at [ttec.com](https://www.ttec.com).