

Supercharge growth with exceptional CX and stellar sales

Dial up telecom revenue and delight customers



The telecom industry is changing so rapidly that many consumers feel lost as they try to explore new technologies and navigate more choices than ever before. Telecom brands can provide the answers customers seek – growing loyalty and sales along the way – with the right strategies, technologies, and people.

A customer-centric strategy built around intents

To optimize the customer journey and deliver a customer experience (CX) that builds loyalty, brands must understand customer intent (what's driving customers' actions and why they contact companies). A TTEC analysis of millions of interactions found the most common intents for telecom customers are:



With a strong understanding of customer intents as the foundation, you can focus on areas that have the biggest impact. We can help you:

- ✓ Automate the customer journey
- ✓ Strengthen your omnichannel foundation
- ✓ Activate digital workers
- ✓ Optimize associate productivity
- ✓ Manage CX and business outcomes
- ✓ Turn service interactions into sales
- ✓ Enforce trust and safety measures
- ✓ Provide real-time technical support



CX and sales strategies that drive results

85%

reduction in time and costs

110%

Net Promoter Score to goal

32%

increase in upgrade close rate

200+

processes fully automated

400

offshore associates added within 3 years

Source: TTEC clients

Outcomes that benefit your customers, operations, and bottom line

For more than 40 years, TTEC has been a pioneer and partnered with top telecom brands across the globe. Our end-to-end CX capabilities and AI-enhanced solutions help companies achieve:

- Higher NPS
- Reduced customer effort
- Increased cross-sell/up-sell opportunities
- Increased loyalty
- Increased scalability
- Lower AHT
- Lower costs

How we do it: A proven, sales-first approach to CX

We use predictive modeling, digital technologies, and live channels to help our clients find, engage, acquire, grow, and keep customers. Our high-impact, low-risk solutions consistently deliver predictable, scalable, and profitable outcomes for B2B and B2C brands worldwide.

Uncover operational, cost benefits through outsourcing

Save on labor expenses without sacrificing CX along the way, through our many nearshoring and offshoring options. With employees in more than 80 global locations that span six continents, and an award-winning workplace culture that retains top talent, we can help you assemble the right team to exceed your goals at a lower cost to serve.

Attract, retain, and develop top talent

Eliminate the guesswork of recruiting and hiring by tapping into our global pool of highly skilled talent. Our AI-enhanced onboarding and training ensure associates are ramped quickly and ready to hit the ground running, and our award-winning workplace culture keeps employees engaged and motivated.

Optimize contact center operations and processes

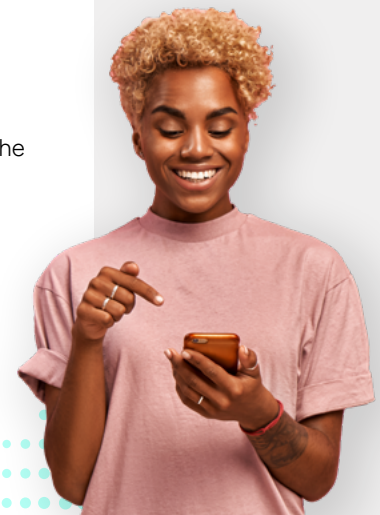
Uncover efficiency and bottom-line benefits by streamlining operations with our proven solutions. From workforce optimization to performance management, quality and insights, and business continuity, we'll help optimize your customer care and sales teams to meet the needs of your customers and your business.

Harness the power of cutting-edge technology

Our combination of partner relationships, proprietary IP, and professional services experience ensures your associates' jobs and customers' interactions are as effortless as they can be. We leverage best-of-breed AI and automation technology to improve CX and employee experience, all at a lower cost to serve.

Elevate CX and spark sales growth

We've got the customer experience and sales expertise to help you work better, faster, and smarter.



About TTEC

TTEC (pronounced T-TEC) Holdings, Inc. (NASDAQ:TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enhanced digital CX solutions. 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 technology, the company's TTEC Digital business designs, builds, and operates omnichannel contact center technology, CRM, AI, and analytics solutions. The company's TTEC Engage business delivers AI-enhanced customer engagement, customer acquisition and growth, tech support, back office, and fraud prevention services. Founded in 1982, the company's singular obsession with CX excellence has earned it leading client, customer, and employee satisfaction scores across the globe. The company's over 60,000 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.