

The road more traveled

Setting the standard for customer experience excellence in connected travel



What separates average travel companies from extraordinary ones? The ability to recognize that exceptional customer experiences aren't just perks – they are the cornerstone of unforgettable travels.

Imagine a world where every booking, every interaction, and every moment of your trip is seamlessly orchestrated to exceed your expectations. Whether it's arranging excursions, recommending hidden gems, or ensuring hassle-free accommodations, companies can make their customers' journeys truly special. But in such a disjointed industry, creating a connected travel experience is a challenge.

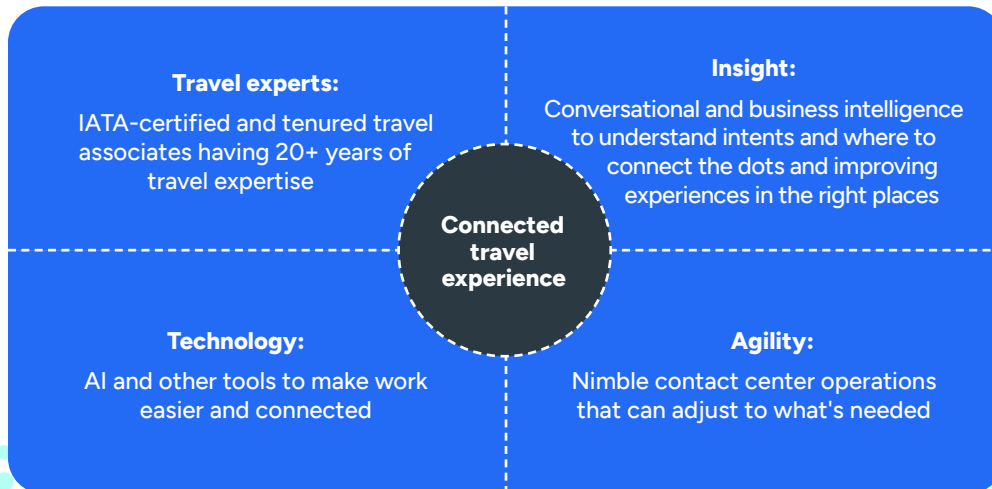
Connected travel is very complicated, but doesn't have to be

Multiple channels, multiple platforms, and multiple vendors for travel, accommodations, insurance, excursions, payments, and more all need to work in harmony for a great travel experience. Too often, it's up to the traveler to ensure the experience is a positive one.

Remove the burden from the customer with a connected travel experience that eliminates customer friction and boosts business performance.

Connect the dots with insight and experts

It takes a mix of humanity and technology working in harmony to deliver a connected travel experience. TTEC's decades of experience in the travel and hospitality industry gives us differentiated resources for a truly connected travel experience:



Let your outcomes soar

20%

bookings increase. A major hotel brand needed to grow its new discount program. TTEC's experts jump-started inside sales to connect with new prospects and re-engage dormant accounts.

\$1.4M

savings. Re-imagined benchmarks and associate training led to a significant drop in handle time and helped an online travel platform deal with customers faster with 36% jump in productivity.

15%

CSAT boost. Improving knowledgebase data and dashboards for frequent flyer loyalty associates resulted in higher levels of customer satisfaction for a leading airline.

Connectivity: Deep understanding and expert care

Understanding why customers are reaching out and responding appropriately helps organizations reduce effort, elevate customer experience, decrease cost-to-serve, and drive growth.

Using TTEC's proprietary intents library, which is based on millions of customer interactions, we identified the top reasons (intents) customers contact travel and hospitality companies for customer support.



Account Management

- How can I open an account?
- Can I change my contact information?
- What is my user ID?



Booking

- How do I book a reservation?
- Can I reschedule a trip?
- How do I modify a reservation?



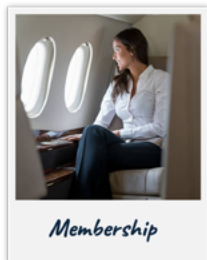
Cancellation/Refund

- How do I cancel my reservation?
- What is the status of my refund request?
- How do I apply credits toward my bill?



Trip Details

- What are the details of this travel package?
- What hotel/excursion options are available?
- What destinations do you offer?



Membership

- How do I become a loyalty program member?
- What are the details of membership?
- How can I change my membership?



Trust & Safety

- Is my personal information safe?
- What if there is a payment dispute?
- How are my transactions being monitored?

All aboard for a connected travel experience.

Let's take this journey together.

Elevate experiences with connected travel agents

Travel complexities require heightened levels of sophistication and support for your travelers. TTEC's College of Travel, in partnership with IATA, is our approach to onboarding and training world-class CX experts specifically qualified to support the travel industry.

Education

TTEC applies its best-in-class approach to sourcing, screening, hiring, and onboarding the right talent. This rigorous process cultivates the best travel industry associates in the world.

Innovation

Our teams use the latest tools and solutions to provide proactive solutions within the current operating environment. They have a voice when contributing to a brand's success.

Community

TTEC creates and delivers high-quality educational opportunities designed to develop work readiness and skills necessary to achieve meaningful outcomes, which benefit individuals and the communities in which they reside.

About TTEC

TTEC (pronounced T-TEC) Holdings, Inc. (NASDAQ:TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enabled 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-enabled 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](https://www.ttec.com).