

# Be our guest

Elevate the customer experience to suite standards in hospitality

Few things are better than an amazing hotel or dining experience when everything goes smoothly. Customers expect more from hospitality brands than ever; they want experiences that are easy and frictionless, even as many hotels grapple with labor shortages.

Striking the right balance of humanity and technology is key to delighting customers, increasing efficiency, and keeping costs in line.

## The concierge services are in: Deliver seamless support with a connected approach

Customer interactions with hospitality brands need to be quick and effortless, especially when travelers are on the go with no time to waste. We deliver seamless experiences with a holistic approach that focuses on six key pillars.

CUSTOMER ENGAGEMENT



### Customer Support

Blending geographic diversification, optimal delivery models, high-performing talent, and operational rigor, TTEC reliably offers rapid scale and excellence in customer care operations.



### Proactive Solutions

Our proactive solutions framework empowers our front-line employees to make recommendations on how to solve customer pain points and improve experiences using their deep domain expertise and insights.



### Revenue Generation

Standing up sales teams, equipped with the latest marketing and sales technology, to target and convert prospects into closed business – including everything from ad sales to travel bookings.

BACK OFFICE



### AI Operations

Our Data Annotation and AI Operations services improve the speed and quality of data labelling and enrichment processes so you can achieve greater returns on your AI investments.



### Trust & Safety

TTEC provides identification, analysis and human intervention to moderate extreme content; secure product authenticity; address IP infringement; align to ad review standards and community terms of service; ensure platform safety; and enable fraud prevention services.



### Managed Services

Reap the benefits of our knowledge and experience to optimize your CX and improve customer outcomes with AI-powered managed services across the contact center.

## CX strategies that drive results

**36%**

increase in productivity

**36%**

of dormant accounts revived

**29%**

reduction in AHT

**20%**

increase in bookings

Source: TTEC clients

## Next-level CX for every step of the journey

To stand out in the hospitality space and build loyalty among sophisticated travelers, brands need to provide top-notch support, even during the most complex journeys.

- Personalized customer service
- VIP experiences
- 24/7 support
- High-quality reservation management
- Luxury amenities & services
- Advanced technology integration
- Exceptional staff training
- Comprehensive security measures
- Exclusive experiences & partnerships
- Continuous feedback and improvement
- Sustainable travel practices

## Understand customers better, meet their needs faster

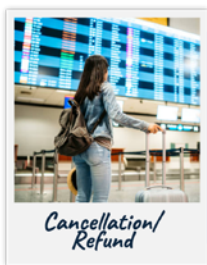
Diving into customer intents, or the reasons customers reach out to your contact center, is essential to providing quick resolutions, reducing effort, driving growth, and cutting costs. Based on millions of customer interactions, our proprietary intents library has identified the top six reasons customers contact hospitality brands.



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



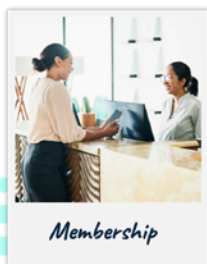
- How do I book a reservation?
- Can I reschedule a trip?
- How do I modify a reservation?



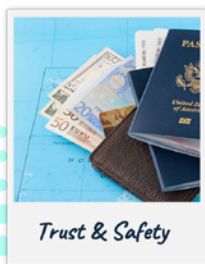
- How do I cancel my reservation?
- What is the status of my refund request?
- How do I apply credits toward my bill?



- What are the details of my reservation?
- What hotel/excursion options are available?
- What destinations do you offer?



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



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

## Elevate your CX to five-star status

We've got the 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](https://ttec.com).