



Learning Services

Make learning fast, engaging, and effortless with AI-enabled solutions

Training new staff, upskilling teams in new products or supporting seasonal ramps can cost organizations hundreds of thousands per year in resource costs, and still deliver a subpar customer experience

Our proprietary award-winning Learning Solution leverages the latest Artificial Intelligence (AI), voice recognition, machine learning technology, responsive game development, and data visualization to simulate the same real-world customer scenarios associates experience before they take live calls from real customers.

Three components work cooperatively and seamlessly to prepare learners for success



AI-simulated Conversations

AI-powered engine that provides asynchronous practice, consistent feedback and personalized coaching



Sandbox

Responsive front end and database that enables PCI compliant systems practice



Dashboard

Operations-based, insights platform that provides KPI performance, including speed-to-proficiency

Make learning fast, engaging, and effortless with our award-winning solution

Traditional training methods can be unengaging and have ongoing expenses that add up to large amounts of money over time. Our learning solution is easy to implement, requires minimal upkeep and upskills employees quickly and effectively.



2020 WINNER

Disruptive Technology of the Year for our AI-powered learning solution RealSkill, which lets associates simulate customer interactions and receive coaching in real time.

AI-powered Learning drives real-world results

36%

Decrease in training attrition

50%

Reduction in contact center nesting

75%

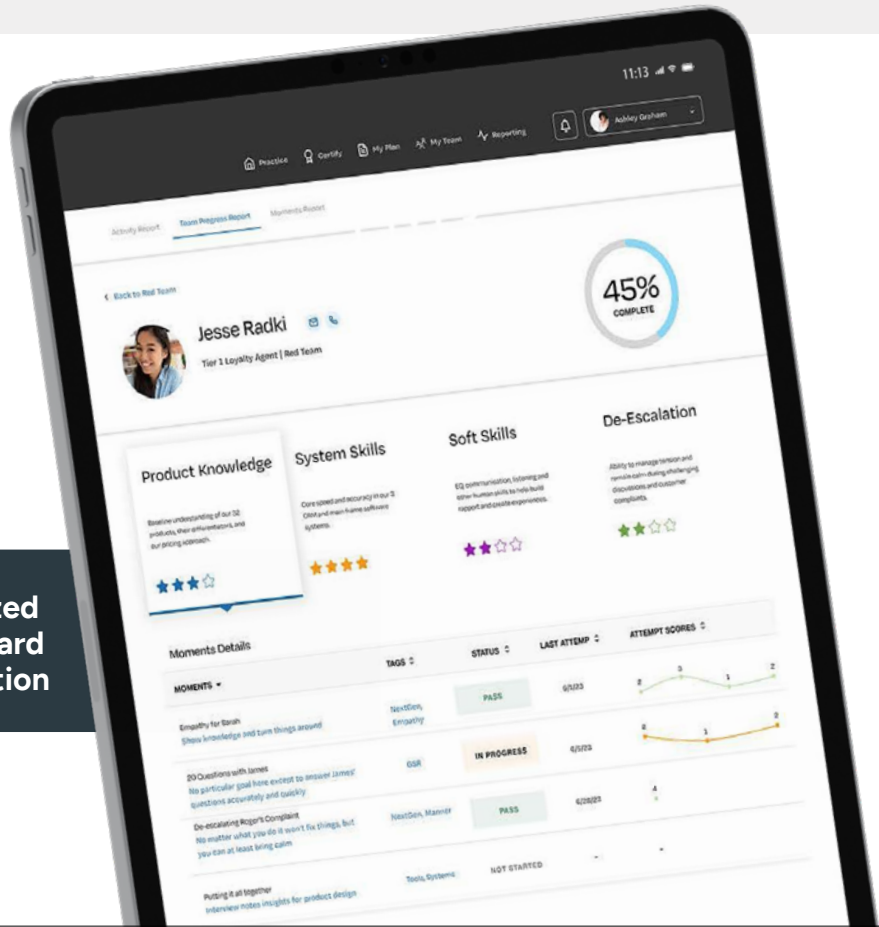
Increase in speed-to-proficiency

- + Speedy Implementation
- + Seamless Integration
- + Comprehensive Training Platform
- + Consistent Training Methodology
- + Scalable Model

Use AI to speed up the learning curve

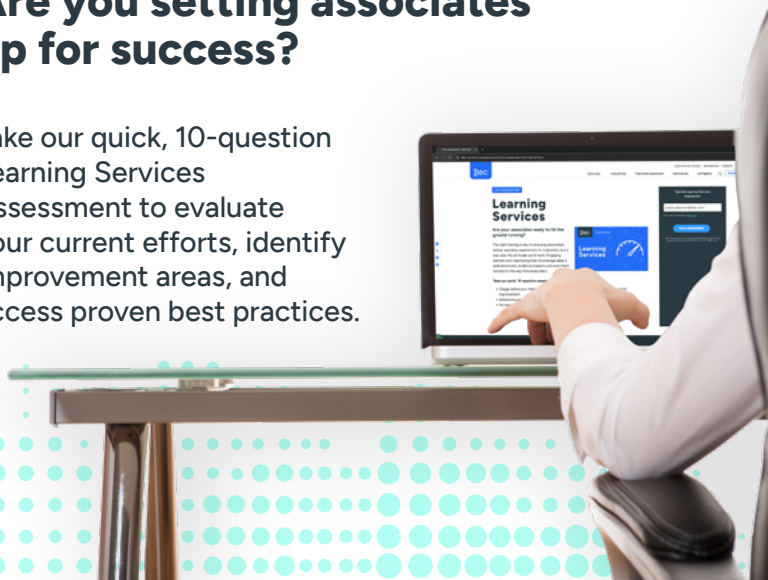
Associates can conduct mock sessions to get familiar with products, services, and common customer interactions. This will boost their confidence and keep them engaged so they can help customers faster and provide better experiences.

Your personalized dashboard in action



Are you setting associates up for success?

Take our quick, 10-question Learning Services Assessment to evaluate your current efforts, identify improvement areas, and access proven best practices.



Bring humanity to technology with AI-powered learning.

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

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.