

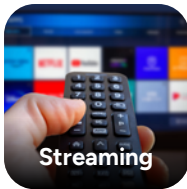
Level-up your CX game

Get media and entertainment users back to the action faster



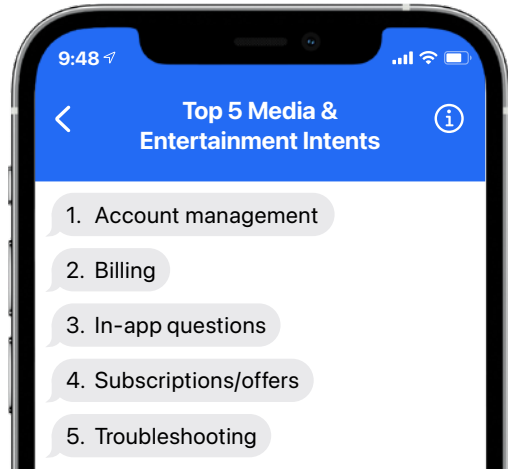
Media and entertainment plays an increasing role in everyday life, and customer expectations are on the rise. Consumers want their gaming, streaming, viewing, and gambling experiences to be seamless and always available - and when problems arise, they expect solutions to be quick and effortless so they can get back to their enjoyment. The right people, technology, and strategy are key.

Where we play



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 five reasons consumers contact media, gaming, and gambling brands:



CX strategies that drive results

88%

increase in resolution rate

\$64M

in savings over 10 years

56%

improvement in first contact resolution

19,400

backlogged cases resolved in less than 2 months

Source: TTEC clients

Proven solutions to deliver personalized, seamless CX

There's nothing more frustrating for customers than having to pause their favorite pastime to deal with an issue. Get them back to the fun in no time (and keep them hooked on your platform) with top-notch support and cutting-edge technology.

Customers want

Fast responses

Customers don't want to wait for their queries to be solved or be misguided in the process. Disruptions are frustrating.

Personalized experiences

When customers feel like you truly know them, they're more likely to remain engaged with and loyal to your brand.

We deliver

Seamless resolutions

Resolve issues quickly and 24/7 with expert, multichannel support. Our multilingual associates have the technical know-how, CX expertise, and proven tools at their fingertips to get customers back to the fun faster.

Customized CX

Our data-driven approach and nuanced understanding of the industry ensures you know your customers better. With these insights in hand, you can anticipate customers' needs and craft a highly personalized, proactive experience.

Next-level CX support that understands your customers

Our trained and experienced support associates are die-hard media and entertainment buffs who understand the frustrations of tech issues when you're about to get into it. We're pros at delighting your customers and zapping away frustrations in no time. Personalized, frictionless experiences? That's our secret sauce for driving loyalty and satisfaction.



Operational and cost efficiencies

Tap into our global labor pool and uncover operational benefits and considerable cost savings through offshoring or nearshoring. With locations across the globe offering multilingual support, we'll help you determine which geolocations can best drive the results you need.



Expert, empathetic support

We thoughtfully match employees to the right support team, taking into account their skills and expertise, and empower them to make recommendations based on their knowledge to speed resolutions.



Always-on customer care

Our 24/7, multichannel support and integrated systems ensure you're ready to resolve customer issues whenever they arise. AI-enhanced solutions, including self-service, get customers the answers they need when they need them.



Improved trust and safety

Our proven solutions make sure your platform stays a secure and safe space where customers can play and interact with confidence. Intelligent fraud automation reduces risk exposure, cuts down on fraud-related expenses, and builds customer trust and loyalty.

It's time to level-up

We've got the CX 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.