

# Our impact in Public Sector

Delivering 5-star CX for public service



## Reimagine your CX

During public emergencies or disasters, and when citizens require essential information, it is crucial to provide prompt and empathetic support without any delays. Reimagine your customer experience with our swift deployment of skilled associates and enhanced digital channels.

## TTEC Public Sector client results

Through our customer experience BPO, technology, consulting, and analytics services, we optimize experiences, lower costs, and build customer trust. Click on the results below to learn more.

Swift response

Improved Customer & Employee Experience



Moderate



IL4



Schedule  
Contract # GS-35F-151GA

508  
Compliance

NIST  
800-53

Partner with TTEC Public Sector to start making an impact in your organization today

## TTEC Public Sector at a glance

**20+**

years of experience in Transportation/Tolling and Health Benefits.

Excellence in **Contact Center, Back Office, and Consulting.**

## Transportation

**10M** Accounts Managed

**\$1.4M** Toll Revenue Collected

**845K** Transactions Processed

**2K** agents

## Health Benefits Exchange

**1.5M** Avg QHP

**300K+** Monthly Call Volume

**65K** Monthly Chat Volume

**1k** agents in support of QHP