



DATASHEET

Seamless and connected technical support

Delivering global technology support for your applications and products

As applications and digital products have become essential touchpoints for customers, the lines between tech support and customer support have blurred. Digital technologies and applications play a pivotal role in shaping the overall customer experience, making technology support an integral part of our customer service operations. At TTEC, we understand the importance of seamlessly integrating technology support and customer care to provide a connected and hassle-free experience.

We provide tech support services that are:

- Educated and experienced teams by technology area (software, hardware, devices, electronics, etc.)
- Supported by knowledge management infrastructure
- Skilled in multichannel capabilities (chat support, voice, email)

Technical support delivery

Types of technical support offerings

- Tier 1-3 consumer support
- Tier 1-3 business customer support
- IT Helpdesk
- Inbound back-office

Processes & capabilities delivered

- Monitor real-time WFM data
- Consumer software support
- Complex problem resolution
- Service validation
- Product installation inquiries
- Order processing
- Warranty entitlements
- Navigation issues
- Repair calls and orders
- Ticket management

Multichannel technical support



Email



Phone



Chat



Social



Mobile

High-quality tech support drives results

70%

productivity savings

53%

drop in abandonment rate

25%

decrease in AHT

22%

increase in FCR

16%

rise in CSAT

Source: TTEC clients

Our technical support approach

We deliver seamless and connected technical support through four key pillars

1 Experienced talent

- We hire educated and experienced tech support teams by technology area (software, hardware, devices, electronics, etc.)
- By utilizing AI-powered simulations, we improve the speed to competency, FCR, and experience for customers in multiple languages

2 Connected technology

- We provide digital means to deflect or automate simple requests such as password resets
- Managing and solving complex inquiries remotely
- Knowledge management infrastructure to sustain technical support operations

3 Proactive solutions

- We empower front-line employees to address root causes of issues and build proactive solutions to stop issues from occurring
- Improved customer metrics (NPS, CSAT, FCR, AHT)
- We help convert technical support calls into sales opportunities

4 Intelligent automation

We're leveraging AI platforms to work smarter

- Proactive communications
- Intent recognition - analytics
- Self-service
- Conversational AI
- Coaching and enablement
- Personalization
- Performance management
- Quality assurance

Why TTEC for technical support



Broad domain experience

TTEC has deep experience providing nearly every aspect of technical support services across all major verticals. Our cross-vertical experience is a significant asset, as technical support needs span industries and clients have a desire to lean on experience.



Focus on strong client relationships

We have more than two decades of experience providing technical support services for our clients. Having numerous client relationships with a decade or more tenure speaks to our ability to consistently deliver on client expectations and evolve as client needs change.



One provider for all customer facing touch points

We are uniquely positioned to support conventional support and technical support issues with one team. Reduce handoffs, escalations and response times with our integrated methodology between your technical support and care operations teams.



Trusted operator

We operate programs with stringent security requirements, from SOC, PCI, GDPR, CCPA, HIPAA, from highly regulated/licensed industries to supporting government agencies. We are a trusted partner to help execute our client's most critical technical support requirements.

Partner with TTEC to start providing your customers with a seamless and connected technical support experience.

[Learn more](#)

ttec.com/tech-support | CX@ttec.com

About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is one of the largest global CX (customer experience) technology and services innovators for end-to-end, digital CX solutions. The Company delivers CX technology and operational CX orchestration at scale through its proprietary cloud-based CXaaS (Customer Experience as a Service) platform. Serving iconic and disruptive brands, TTEC's solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next-gen digital and cognitive technology, the Company's Digital business designs, builds, and operates omnichannel contact center technology, conversational messaging, CRM, automation (AI / ML and RPA), and analytics solutions. The Company's Engage business delivers digital customer engagement, customer acquisition & growth, content moderation, fraud prevention, and data annotation solutions. Founded in 1982, the Company's commitment to CX excellence has earned its leading client NPS scores worldwide. TTEC's nearly 70,000 employees operate on six continents and bring technology and human ingenuity together to deliver happy customers and differentiated business results. To learn more, visit us at ttec.com.