

TTEC Let Me Know for Contact Center Associates

A generative AI solution to improve contact center answering speed and quality

Capture the power of large language models to increase contact center productivity

Poor contact center experiences are often the result of poor access to the right information. Multiple data sources, outdated knowledge, and other roadblocks drive efficiency down and handle time up. This leaves both customers and associates frustrated and costs the business hard dollars. And it's entirely preventable.

TTEC Let Me Know (LMK) for Contact Center Associates is a generative AI knowledge assistant that understands customer questions and generates suggested responses for associates. This solution is accessible to associates who need help while resolving inquiries during customer support sessions. It works by processing contact center knowledge articles, training documentation, policy documents, and other content sources to create a generative AI answer solution that is specific to your company.

The solution provides a secure, private deployment of LLM capabilities that is managed and maintained by TTEC AI and content curation experts.

Let Me Know benefits

- Assist associates in responding to common customer inquiries to reduce average handle time (AHT)
- Provide suggested responses based on unique customer questions and context
- Enhance consistency and accuracy of resolutions by surfacing institutional knowledge
- Improve overall team performance by delivering consistent answers to inquiries
- Maintain positive tone and human touch of conversations

What to expect from Let Me Know

Lower AHT

TTEC LMK empowers bottom to mid performers, helping them improve their AHT by an impressive 12-20%

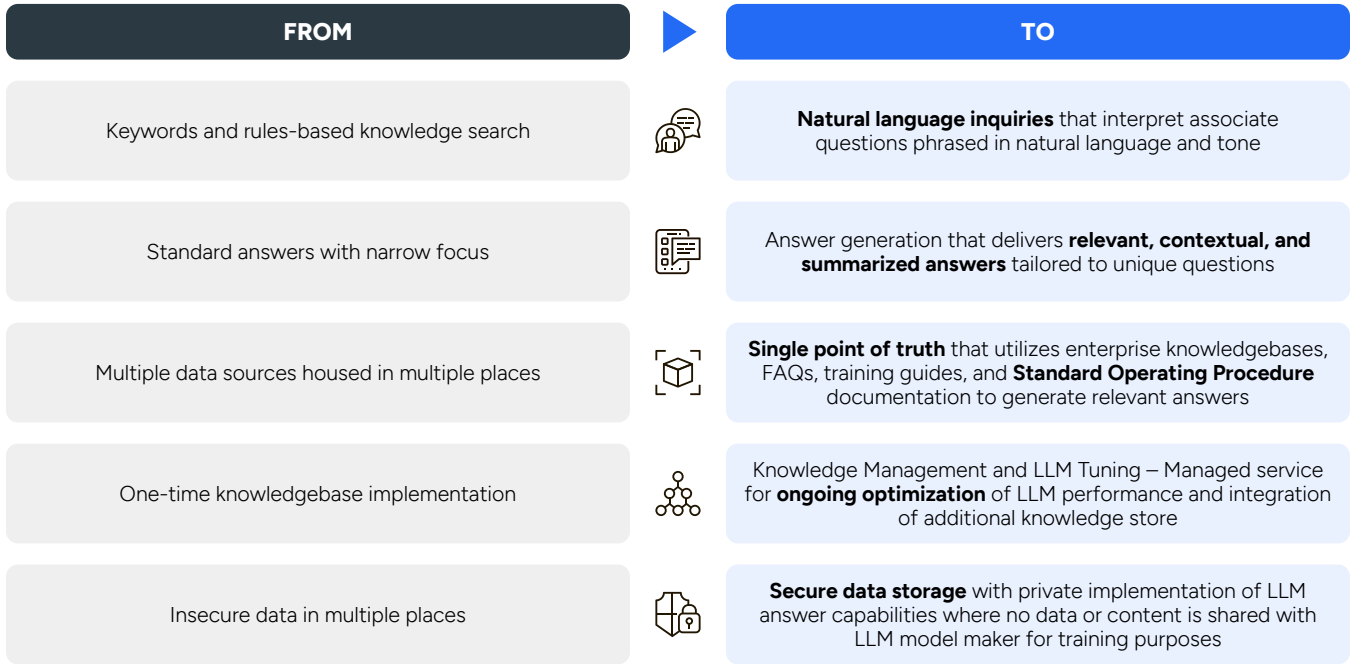
Higher First Call Resolution (FCR)

TTEC LMK inquiries are resolved on the first call. Our tool minimizes the need for escalations to Tier 1 support, empowering the team to handle inquiries effectively

Accelerated Onboarding

TTEC LMK expedites the onboarding process by increasing access to accurate knowledge and providing a helper tool for new associates

How it works: Innovate your use of enterprise knowledge

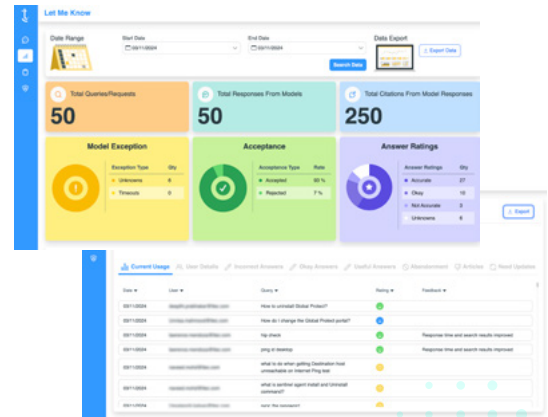


Expert managed services power peak performance

TTEC provides managed services to ensure ongoing optimization or expansion of your TTEC Let Me Know installation. These services ensure progressive improvement to answer accuracy, active management of training data, content and knowledge inputs, inspection of answers for any inaccuracy, and ongoing maintenance of your technical environment.

Responsible AI at the forefront

TTEC is committed to responsible use of AI in an enterprise setting. Rigorous testing before launch and in post-deployment monitoring, AI auditing, and updates help optimize the impact of your TTEC Let Me Know solution.



Bring humanity to technology with AI-powered learning.

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-enabled 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-enabled 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.