

# All hands on tech

Cutting-edge CX that connects people with a digital world



In today's digital landscape, mere tech know-how isn't enough. To attract and retain customers, drive revenue, and keep your best talent, you need a winning customer experience (CX) strategy. Equip your brand with the right CX tools to wow your customers, safeguard your brand, and outshine the competition.

## A holistic approach to meet your customers' and company's needs

Unlock your full potential and drive ROI with an integrated approach. Siloed customer engagement and back-office teams, processes, and systems won't achieve your goals. Our holistic approach ensures every part of your business works in perfect harmony, uncovering efficiencies and maximizing cost savings.

CUSTOMER ENGAGEMENT



### Customer Support

Blending geographic diversification, optimal delivery models, high-performing talent, and operational rigor, TTEC reliably offers rapid scale and excellence in customer care operations.



### Tech Support

High-skill, high-value frontline employees to offer tech support in B2C and B2B environments. Supporting Tier 1-3 interactions from basic support to enterprise engineering. TTEC drives improvements in speed to competency, FCR and CX.



### Revenue Generation

Standing up sales teams, equipped with the latest marketing and sales technology, to target and convert prospects into closed business.

BACK OFFICE



### AI Operations

Our Data Annotation and AI Operations services improve the speed and quality of data labelling and enrichment processes so you can achieve greater returns on your AI investments.



### Trust & Safety

TTEC provides identification, analysis, and human intervention to moderate extreme content; secure product authenticity; address IP infringement; align to ad review standards and community terms of service; ensure platform safety; and enable fraud prevention services.



### Managed Services

Reap the benefits of our knowledge and experience to optimize your CX and improve customer outcomes with AI-powered managed services across the contact center.

## Proactive strategy driven by customer intents

In the tech world, customer intents are consistent; it's the understanding and readiness to serve them that sets brands apart. With a tailored CX strategy, expert CX support, and seamless back-office integration, you can elevate your brand by mastering the industry's key customer intents:

- Account management
- Payment and billing
- Product-related information
- Warranties and returns

Proven solutions drive results

**\$3.5M**

in annual savings

**28%**

lower cost per sale

**20%**

increase in CSAT in under 6 months

**97%**

quality score consistently achieved

**95%**

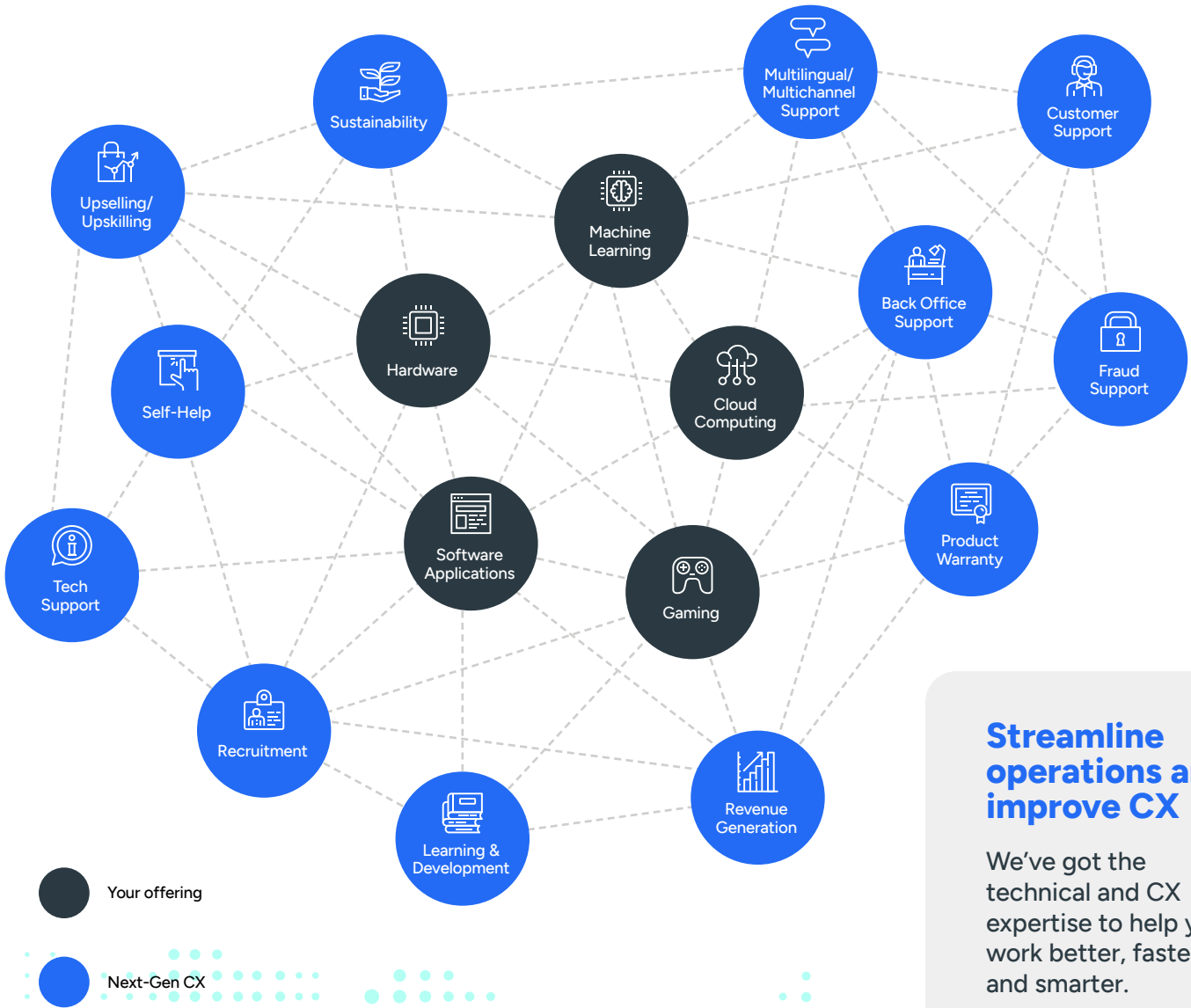
CSAT

**56%**

jump in first call resolution

## Next-gen CX: Where every byte of business feels the touch

Connecting people and technology in a way that draws out the best in each takes a multilayered approach. The right tools should touch every part of your business and integrate seamlessly for a more in-depth, holistic approach that unifies your tech and CX efforts.



### Streamline operations and improve CX

We've got the technical and 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](http://ttec.com).