



# Transportation and tolling

As a transportation executive, there are numerous challenges that you face each day. From managing public and quasi-public agencies to dealing with state and government regulations, privacy, and security concerns, toll revenue expectations, and of course delivering the best experience to the road user each day. As the industry accelerates further towards transforming this experience, a balance of human intelligence and innovative technology is essential to meet customer expectations, adhere to government regulations, and keep costs in check.

For over 40 years, TTEC has combined service design, strategic consulting, technology platforms and operations excellence to deliver experiences that captivate customers and dramatically improve the bottom line. We help companies reduce customer effort, enable contact center employees, and continuously optimize business outcomes through digital CX transformation to improve CSAT and lower total cost to serve.

TTEC acquired the transportation team from Faneuil Inc., the leading US toll customer service and back-office operator servicing some of the largest tolling agencies in the country. For over 17 years, Faneuil has supported complex electronic and manual toll operations, managed lanes, multiple channels of revenue collection systems, and back-office support along with installation and ongoing operations of the technology that supports these programs.

TTEC Public Sector is your Transportation Solution Partner. From a friendly greeting and thank-you delivered by a toll collector along a busy highway to the smooth passage of hundreds of thousands of vehicles each day through cashless electronic toll systems, TTEC provides customer-facing and back-office services to keep things moving.

## Sample of Transportation Agency Services

- Customer Service Center and Back-office outsourcing to many of the largest transportation agencies in North America.
- End-to-end Call Center as a Service (CCaaS) technology solutions.
- Optimized and proven Talent Acquisition and Work-From-Home processes.
- Program management of complex transitions of Customer Service Center and Back-Office solutions.
- Continuous improvement initiatives throughout our operational teams.

## TTEC Fast Facts

- ✓ One of the largest pure-play Customer Experience (CX) technology and services partners in the world serving over 750 iconic clients
- ✓ Vertical-specific solutions for healthcare, finance, retail, transportation, and public sector
- ✓ Mature Environmental, Social, and Governance Program, growing a socially and environmentally responsible business



### Ready to get started?

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### 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 62,000 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 [www.ttec.com](http://www.ttec.com).