

Quality & Insights services



Speed up your ability to put insights to work

Gain real-time insights and the practical know-how to put them to work

Having a data-driven customer experience (CX) strategy is essential, but it's easier said than done. Underutilized and disparate data can lead to unrealized insights, misaligned strategies, and misguided priorities.

Our Quality & Insights solutions are powered by knowledge from billions of customer interactions, the latest CX technology, and proven best practices. We give you access to specialized talent, domain expertise, and the latest tech so you can improve clarity and alignment and realize ROI quickly.

Improve CSAT & NPS



Accelerate innovation



Increase associate efficiency



Drive business improvements



Work smarter with data-driven insights

214%

jump in associate compliance

87%

reduction in call volume

31%

increase in revenue per chat/messaging session

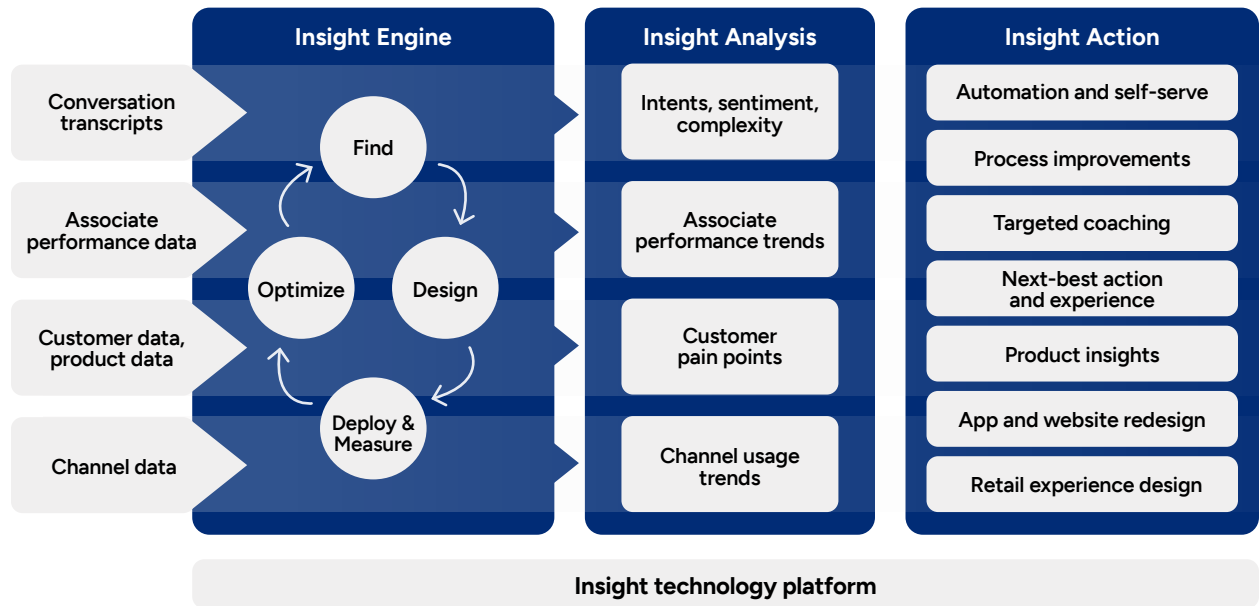
25%

improvement in call flow adherence

Source: TTEC clients

Turn your data into actionable insights

Your business collects so much data on a daily basis; don't let it go to waste. Use it to understand customers better, improve associate performance, identify opportunities for automation, and more.



Approach is technology-agnostic. We can deploy on your platform or ours.

Proven solutions that drive results

There is power in data, especially when it uncovers patterns and trends that lead to more strategic business decisions.

233% lift in customer conversions

Real-time data

Tools like speech analytics offer a real-time look at what's being said during customer interactions, providing a clear view of what's working and what's not.

60% drop in call volume after call analysis

Insight analysis

Dive deeply and quickly into data to uncover actionable insights that can guide CX strategies and business decisions.

18% NPS improvement through targeted coaching

Targeted coaching

Focus associate coaching on known strengths and weaknesses to drive efficiency and retention.

About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enabled digital CX solutions. The Company delivers leading 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 outcome-based 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 and growth, content moderation, fraud prevention, and data annotation solutions. Founded in 1982, the Company's singular obsession with CX excellence has earned it leading client NPS scores across the globe. The Company's 63,900 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](https://www.ttec.com).