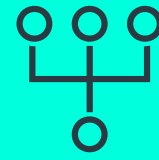




DATASHEET

Workforce Optimization Services

Strike the right balance of tools, technology, and human intelligence



Extract maximum return from your most valuable asset

Without an optimized contact center workforce, customers get frustrated by inefficiency and brands waste precious time and money.

TTEC's Workforce Optimization Services combine 40+years of contact center excellence with AI-enabled innovation to integrate unique solutions and expertise to create a top-performing global workforce.

TTEC's Workforce Optimization Services integrate systems and processes, streamline operations, and cut staffing costs through:



Data-driven forecasting and scheduling that go beyond historical data to incorporate regression and multivariables



Analytical reporting that uncovers hidden opportunities to improve efficiency



Skills management that enhances employee performance and job satisfaction



Workforce tools that improve the experience for employees while also improving CX

In addition, system administration support ensures integration across all populations and continuous process improvement delivers optimized routing, skilling, and multiskilling in blended environments.

TTEC's Workforce Optimization Services measure and leverage the talents and preferences of individuals and aligns their skills and proficiencies with our clients' business objectives and customer needs to produce optimal staffing schedules.

Optimization outcomes

\$3M

saved with precision scheduling

20%

lift in back-office operations

30%

improvement in operating efficiency

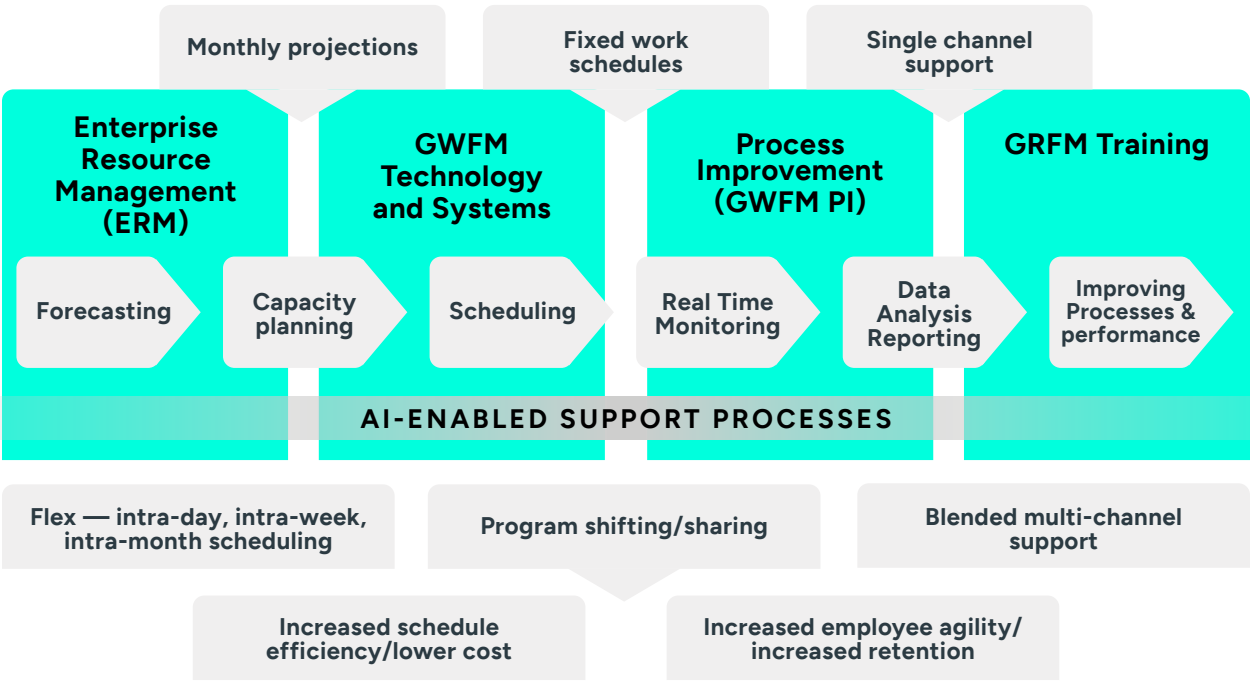
Source: TTEC clients

Benefits of TTEC’s Workforce Optimization Services

- Reduced cost of workforce optimization department
- Increased agent productivity (utilization and occupancy)
- Improved customer satisfaction (CSAT)
- Reduced intervals with failed service level, wait time or abandon via increased scheduling efficiency.
- Improved agent experiences with streamlined tools

How it works: TTEC’s Workforce Optimization Operating Model

The cornerstone of our Workforce Optimization operating model is a centralized and consolidated support framework built upon a unified, world-class technology platform that integrates all systems.



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.