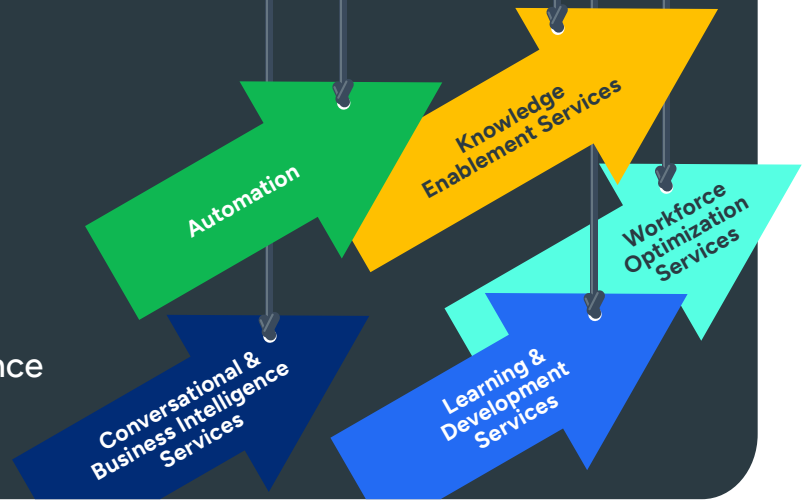




DATASHEET

CX Optimization Services

Transformational solutions combining expert talent and actionable intelligence



CX experts at your service

While CX is a top priority among senior leaders, so is lowering cost to serve. What if you could tap into the expertise you need to optimize your CX with limited risk and budget?

In our 40+ years in the customer experience industry, we've learned tough lessons, so you don't have to. 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.



Conversational & Business Intelligence

Unlock actionable insights with this AI-enabled analytics service driving CX, EX, product, training, and operational improvements.



Knowledge Enablement

Put the power of Generative AI to work with scalable knowledge and content curation services to deliver CX and EX improvements.



Learning & Development

Tap into the power of AI-enabled learning with our custom curriculum development and training programs.



Workforce Optimization

Increase the efficiency of workforce management across internal and third-party operations with our expert-led WFO platform.

Expert results

\$4.9M

in annual savings

60%

drop in call volume

58%

reduction in attrition

90%

CSAT

Source: TTEC clients

Whether used alone or amplified when multiple services are used together, TTEC CX Optimization solutions are powered by:

40 years on the CX frontlines

Decades of technology innovation

Billions of customer interactions

Millions of associates trained

Thousands of processes optimized

+ **Priceless** value delivered

One partner: TTEC

What you can expect

Conversational & Business Intelligence Services

Knowledge Enablement Services

Learning & Development Services

Workforce Optimization Services

ARTIFICIAL INTELLIGENCE

- Improved CSAT, NPS
- Increases associate efficiency
- Accelerated innovation
- Business improvement (product enhancement)

- Improved efficiency
- Faster speed to proficiency
- Increased CSAT

- Increased learner engagement and experience
- Increased knowledge retention and skills transfer
- Increased speed to proficiency
- Improved retention

- Increased forecast accuracy
- Improved occupancy
- Reduced # of FTEs required
- Reduced cost of WFM operations

TECH IMPLEMENTATION, AUTOMATION & AUGMENTATION

Unparalleled experts ready to become part of your team



Conversational & Business Intelligence Services Team:

Analytics masters with practical knowledge to unlock actionable insights that drive increases in revenue, efficiency, and customer loyalty.



Knowledge Enablement Services Team:

Content experts who build and continually enrich private large language models to support internal and external knowledge bases.



Learning & Development Services Team:

Curriculum designers and trainers with decades of understanding of unique learner profiles combined the latest digital technology platforms.



Workforce Optimization Services Team:

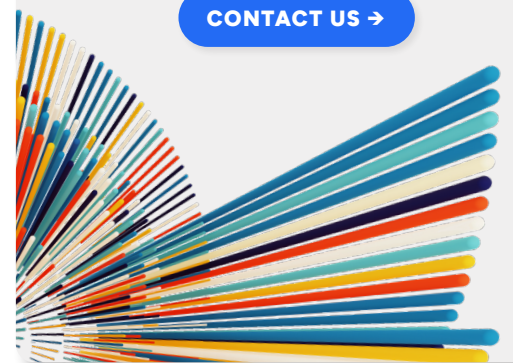
Workforce orchestrators with deep knowledge of staffing best practices to optimize employee productivity, customer experience and operational efficiency.



Let's get started

Let us optimize your CX at the point of conversation.

[CONTACT US →](#)



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.