Our impact with RealSkill

The challenge

Brands across all industries face the similar roadblocks when it comes to associate training: high training costs (money and time), attrition and low employee engagement, slow speed-to-proficiency, and inflexible learning environments that are too one-size-fits-all for modern learners.

RealSkill delivers real results

TTEC's RealSkill is our award-winning, AI-powered training bot designed to modernize contact center learning by replacing traditional, rigid training methods with a more customized and adaptive approach. It has helped brands improve proficiency, reduce costs, and improve employee experience through:

AI-powered simulations

RealSkill functions as a role-playing bot that uses machine learning to simulate real-world customer scenarios, allowing associates to practice in a risk-free environment.

Real-time feedback

As associates interact with the bot, they receive instant coaching and feedback, allowing them to correct mistakes and improve immediately.

Asynchronous, self-paced learning

The platform is 100% virtual and on-demand, enabling learners to complete training during breaks or at home rather than being tied to a specific classroom schedule.

Gamification and dashboards

To incentivize performance, RealSkill incorporates points, badges, rewards, and status upgrades. It also utilizes user-friendly dashboards to promote healthy competition among team members

Results

58%
attrition improvement rate

20%
increase in eNPS

15%
reduction in training time

6%
efficiency improvement

4 week
new hire proficiency

Source: TTEC clients

ABOUT TTEC

We are TTEC (NASDAQ: TTEC). The architects and builders of next-generation customer experiences. For over four decades, we've been shaping and redefining what it means to connect brands with their customers: Seamlessly, intelligently, and with lasting impact. We partner with the world's most iconic and disruptive companies to design and deliver AI-powered, digital-first experiences that don't just serve customers, but exceed their expectations. Every interaction. Every touchpoint. Every time.

TTEC Engage is our front-line engine delivering AI-enabled services that include customer engagement, acquisition, tech support, fraud prevention, back-office and more. Our TTEC Digital division builds the future of CX, crafting omnichannel platforms, CRM solutions, AI-driven insights and analytics that power smarter, more personal engagements. Operating across six continents, we fuse technology and human empathy to turn challenges into opportunities, interactions into relationships, and brands into legends. Bringing humanity to business is our purpose. Excellence is our standard. And the results? Happy customers. Stronger businesses. Unstoppable growth.

Join us. Experience the bold CX revolution at TTEC.com