Our impact in retail

The right mix of tech and talent, proven to elevate CX

Retail and e-commerce brands come to TTEC for help overcoming their most pressing challenges: meeting rising customer expectations, delivering consistent experiences across channels, scaling during demand spikes, personalizing at scale, and lowering their cost to serve.

Our comprehensive suite of tech and talent solutions is designed to help retailers exceed customer expectations across digital and brick-and-mortar channels.

By integrating our technologies, people, and processes, TTEC helps retailers navigate changing consumer demands and create seamless, 24/7 customer journeys.

Real results, delivered

Retailers trust TTEC because we have a proven track record over 40+ years of helping them elevate customer experience (CX). We house CX strategy, technology, and operations under one roof; possess a deep knowledge of retail pain points; and put best-in-class AI technology to work for companies.

We've helped retail businesses:

Reduce cart abandonment & improve checkout speed	Embrace AI-powered personalization	Turn post-purchase & returns interactions into loyalty-building experiences
Manage and grow subscription & memberships	Attain omnichannel consistency & optimize cross-channel journeys	Achieve the same high level of seamless, personalized experiences across in-store and digital
Streamline returns & warranty processing, in-store and digital	Grow loyalty program engagement	Deliver white-glove service

Retail results, proven in the real world

$1M
savings per month

97%
CSAT

40%
increase in revenue per call

37%
increase in contact center conversion rate

66%
reduction in manual work

Source: TTEC clients

How we do it: Solutions built to drive impact

Our proven, award-winning tools, technologies, and people have driven results across various retail industries.

Our **proprietary AI-enhanced training and onboarding** ensures associates are ready to hit the ground running and meet evolving customer needs. We provide support from 70+ global locations, including emerging CX hubs, to ensure you get the support that best meets your needs and budget.

Our **sales solutions** fill your funnel high-quality leads that are likely to buy, use AI to identify hidden sales opportunities in service conversations, proactively identify cross-sell an upsell opportunities, and maximize the value of every interaction.

Our **TTEC Insights** solution uses AI to analyze all customer interactions, across all channels, and layers on quality experts to transform those insights into action. Retailers can make decisions based on real-time customer data, not guesswork.

Our AI-powered **TTEC Clarity** suite of tools removes confusion from customer interactions by eliminating background noises and softening accents, so customers and associates can easily understand each other no matter where they are in the world.

Expert technology consulting and solutions help brands build, design and optimize CX technology and systems. We ensure systems are integrated to drive maximum efficiency.

Proven at scale. Trusted where it matters most.

The world's most recognized retail and e-commerce brands trust TTEC to power their customer experience because we don't just support customers; we protect revenue, build loyalty, and improve performance across the business.

We combine deep retail expertise, global talent, and advanced CX technology to help brands meet today's customers wherever they are while staying agile in the face of seasonality, demand spikes, and changing expectations.

We don't offer one-size-fits-all solutions. We learn your business, adapt to your reality, and build what moves your metrics.

Ready to turn better CX into better results?

Let's talk