



Solutions for superior healthcare

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

Maximize member, patient, and employee satisfaction across every touchpoint with integrated healthcare solutions that demonstrate genuine care. By streamlining the patient experience and member journey, our platform empowers providers, payers, and other healthcare organizations to improve outcomes while boosting revenue, engagement, enrollment, and long-term loyalty.

TTEC puts patients and members at the center of all operations. Our decades of experience on the healthcare front lines taught us what it takes to build deep, lasting connections in the moments that matter. We help healthcare deliver on its highest priority — better health outcomes — and find new avenues to grow and increase revenue.

Rx for better healthcare

Healthcare companies are pressured to deliver superior CX and boost conversion rates. Efficiency and cost reduction are paramount.

TTEC's distinction in supporting healthcare clients is our integrated approach that blends advanced CX technology with operational expertise and a human-centric focus. Our holistic, technology-agnostic solutions enriched engagement with patients and members, helping improve health outcomes.

<p>TTEC RealSkill AI training/ coaching bots</p> 	<p>TTEC Perform coaching/ performance enablement platform</p> 	<p>TTEC ADDI real-time, language translation</p> 	<p>TTEC Let Me Know generative AI knowledge assistant</p> 
<p>Advanced analytics</p> 	<p>Knowledgebase content curation</p> 	<p>Self-service, omnichannel optimization</p> 	

Results proven in the real world

164%

NPS rise + 82% NPS lift offshore

38%

Reduction in training time

50%

Reduction in cost per contact

21%

Rise in eNPS

97%

Reduction in average wait time

102%

AHT goal achieved

Source: TTEC clients



How we do it:

TTEC's AI-Enhanced services, such as interactive training bots and conversational clarity tools, were embraced by our clients reporting exceptional results. Knowledge management and content curation also played a big role as did advanced analytics, omnichannel, and digital transformation acumen. Some examples of our work:

Patient/Member Engagement

Proactive and personalized interactions improve patient adherence with the right message, at the right time, across the right channels. After revamping our client's knowledgebase, use of the resource rose 400% and quality scores hit 94%.



Care Outsourcing

TTEC transformed member support for a large regional payer. QA rose 23 points in 60 days and AHT fell 37%. Increased efficiency and offshoring some of the call volume contributed to millions of dollars saved.



Telesales

Our value-based proactive business model during open enrollment increased conversion rates 73% for our client, a regional Blue Cross Blue Shield insurer. We overhauled the sales process, leverage AI, and delivered impact with a smaller, more expert team.



Ready to turn better CX into better results?

Let's talk

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](https://www.ttec.com)