



Transportation and tolling

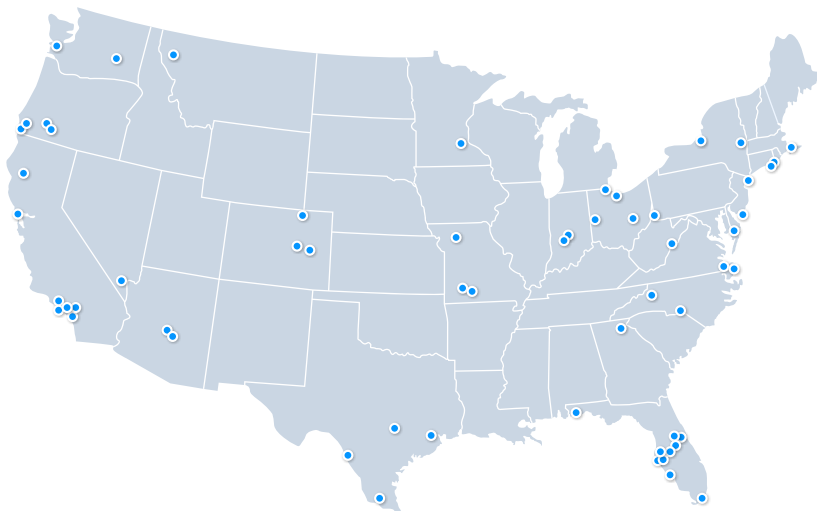
The tolling industry continues to reinvent itself as technology and driver behavior evolves. As the industry accelerates towards transformed customer experiences, TTEC provides a balance of human intelligence and innovative technology to meet customer expectations, adhere to government regulations, and keep costs in check.

On the road to better experiences

With decades of experience working alongside many of the nation's largest tolling agencies, TTEC is proud to be a trusted partner to help modernize and optimize customer service operations. From omnichannel CSC and back-office support to the latest AI-enhanced solutions, we help tolling agencies reduce customer effort, enable contact center employees, and continuously optimize business outcomes through digital CX transformation to improve customer satisfaction and lower total cost to serve.

For nearly 20 years, we have supported complex electronic and manual toll operations, managed lanes, multiple channels of revenue collection systems, and back-office support along with installation and ongoing operations of the technology that supports these programs.

TTEC locations that connect our nation



TTEC Tolling snapshot

19M

accounts managed

8.5M

calls and chats handled

1.3M

cases closed

1.7M

tags fulfilled

2.4K

High Skilled associates

Partner with TTEC Tolling for:



Omnichannel excellence

Voice, webchat, SMS, email, social media, web



CSC operations and support

IVR/ACD, case management, workforce management, quality assurance management, reporting – NIST, FED-RAMP ready



Backoffice support

Image review, fulfillment, quality assurance, social media monitoring, fraud monitoring



Customer experience consulting

Customer journey mapping and journey optimization roadmaps



Data management services

Data migration, data warehouse/lake configuration, dashboards and portals



Partnerships support

Proven, integrated approach to hire and utilize disadvantaged businesses



Talent acquisition

On-site or remote agents utilizing Impact Strategy, which provides career opportunities to disadvantaged communities through outsourcing work and service



Associate training

On-site and remote focused on engaging candidates through the use of AI-enhanced design tools and high-touch instructors

ABOUT TTEC

For over four decades, TTEC has partnered with iconic and disruptive brands to turn customer interactions into meaningful connections. With a global ecosystem of CX experts, we design, build and deliver AI-powered, digital-first customer experiences that span the entire customer lifecycle. Our unique combination of operational excellence and deep technical expertise sets us apart as we work with clients to maximize moments that build trust, inspire lasting loyalty and deliver valuable business outcomes.

Together with our team of architects and builders at TTEC Digital, we integrate data, analytics and AI within the world's leading CX technology platforms to help clients optimize what they already have, integrate what they need next, and achieve powerful business outcomes. Learn more at ttec.com and ttecdigital.com.