

# WE BRING HEART TO CX AT EVERY LEVEL

*TTEC: Where humanity meets business*

**We are 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.

**We help companies continuously optimize CX and business outcomes to deliver the highest customer satisfaction at the lowest total overall cost.**

## Prioritize outcomes, not tech

The CX landscape is challenging and it's hard to figure out how to generate the most return. We're experts in everything you need to build the right processes, implement the right technology, and operate optimally with experts. Because all we do is CX. And we deliver like no one else.

## PROOF, NOT PROMISES

**1.5B**  
in new revenue

**50%**  
lower costs

**20%**  
increase in first contact resolution

Source: TTEC clients



**6**  
Continents



**50+**  
Languages

**50K+**  
Employees

**40+**  
Years of results

**25+**  
Technology partners



**20+**  
partner of the year awards

**100+**  
Patents

**1000+**  
Clients



### Digital-first approach

We don't throw technology at problems; we design it to solve the right ones.

### Human-centric

Big enough to scale. Small enough to care.

### Unmatched execution

We don't promise results. We deliver them as no one else can.

## The CX magic is in the mix

Because the power isn't just in having great technology or great people. It's in how they make each other better. Technology creates the foundation for great experiences.

### Experts powered by innovation

At our core, we believe that associates are the engine of amazing interactions. AI helps accelerate their success with our award-winning solutions. They include:

#### TTEC ADDI:

Real-time voice translation technology in over 30 languages



#### TTEC Clarity:

Minimize background noise to enhance call quality



#### TTEC Perform:

AI-powered tool analyzes employee data to provide personalized coaching, targeted feedback, and associate recognition



#### TTEC Let Me Know:

Real-time AI knowledge assistant that generates suggested responses



#### TTEC RealSkill:

Training simulations provide a realistic contact center environment for associates to practice in real time



#### TTEC Insights:

AI-powered solution extracts valuable insights that to drive decision-making



### Partnering with the best in tech

Our deep, award-winning partnerships with renowned CX solution providers give brands confidence to choose the best technology for their unique challenges across the entire customer lifecycle.



### Recognized for stellar customer and employee experience

We're proud to be recognized by prestigious organizations for our commitment to customers and employees. Here are just a few:



**CONNECTED**  
to what matters.

**DRIVEN**  
by what your customers love.

**BUILT**  
for impact.

**DELIVERED**  
with heart.

This is CX,  
done bold.  
Let's build it  
together.

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