



TTEC AI SOLUTIONS

TTEC Perform

Eliminate guesswork in associate coaching with data-backed decision making

Contact center coaching can be a hit-or-miss effort. But not anymore. TTEC Perform takes the guesswork out of associate coaching to tailor individual coaching strategies with AI that brings out the best in associate performance.

How it works

Forget about scorecards. TTEC Perform reinvents how team leaders assess and improve associate performance. In partnership with AmplifAI and powered by AI, it collects data from previous and current associates to create models of top, mid-tier, and low performers that suggest data-driven actions for CX leaders.

Team leads then create tailored coaching strategies to improve individual associate performance and ensure compliance. Data can identify, for instance, if a certain associate needs to improve his soft skills or needs help identifying cross-sell opportunities during interactions.

TTEC Best Practice Framework

Quality

- Compliance and service standards accuracy
- Skills and behavior taxonomy
- Best practice conversation flow

Coaching

- Coaching methodology
- Root cause definition
- Coaching action toolkit aligned to skills and behaviors

Learning

- Multimedia content
- AI simulation-based learning
- Learning management system
- Soft-skills micro-simulations

Engagement

- Incentive management model
- Payment forecasting
- Rewards and recognition

TTEC Perform results

23%

time savings

10%

increase in sales conversions

6%

drop in average handle time



Improved correlation between behaviors and performance outcomes

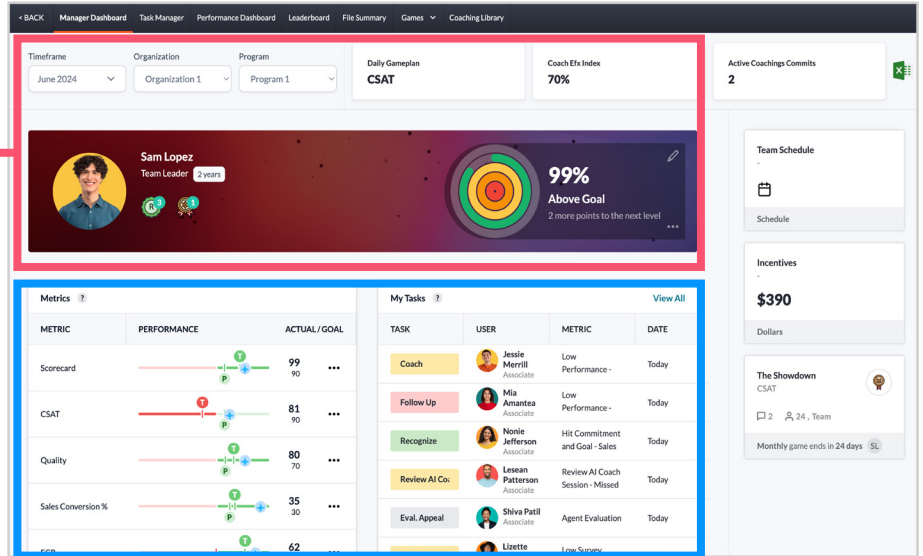
Deliver AI-driven performance outcomes

Simplified performance intelligence

Visualize detailed metric-based analysis for teams and individuals. Near-real-time data is captured from primary systems to create a complete picture of performance across your teams.

Recommended actions

View the next best actions that a manager can take to improve team performance related to coaching, follow-up, learning, recognition, gamification, and quality scores



Coaching effectiveness

Scores and ranks are automatically generated per leader based on whether associates hit performance targets after coaching sessions. Effectiveness is measured at leader, site, and behavior level.

Dashboards: Visibility for all

Team lead dashboards provide performance insights and actions

- Daily Game Plan prioritizes coaching actions and tasks to their greatest impact.
- Performance insights drive coaching next best actions.
- Coaching action plans measured for effectiveness.
- Access best practice coaching conversations.

Associate dashboards track performance and trends

- See performance across teams and benchmark against high performer personas.
- Track performance commitments.
- Engage in daily games and communicate with team leads.
- Access learning content and engage in self-paced learning.

Ready to throw away your inaccurate scorecards?

Talk to us about how TTEC Perform can work for you.

CONTACT US

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.