



AI-ENHANCED SUCCESS

# TTEC Perform: Excellence that lifts all boats

QA and workflow optimization enable your front-line people to engage at higher levels to deliver exceptional experiences



TTEC Perform's award-winning performance enablement platform uncovers what makes your top performers shine. That intelligence, plus customer interaction analysis, guides personalized coaching that makes an impact with CX leaders, team leads, and individual associates.

Organizations trust TTEC because we deliver targeted coaching at scale that makes an impact. A focus on coaching, micro-learning, and engagement enriches quality assurance and quality management.

Our platform leverages TTEC's proprietary coaching model and operationalizes performance excellence.

## TTEC Perform Enablers

Unified platform	AI technology core	Skills taxonomy and coaching playbook (skills/behaviors mapped to coaching actions)
Micro-learning such as interactive role-playing	Engagement layer (gamification, rewards, recognition)	Transparency that enables self-coaching



2025 Stevies

Gold – Customer Service Training or Coaching Program of the Year

## Featured case study

Insurance firm **pumps up sales 10%** with AI-enhanced TTEC Perform

## Results

**23%**

surge in NPS

**10%**

More sales conversions

**23%**

Time savings

**13%**

drop in hold time

**25%**

rise in associates

Source: TTEC clients

## 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)