



# TTEC Remote CX

Anywhere talent. Everywhere impact.

## Unlock the power of a flexible, resilient, and secure remote workforce

The customer experience landscape is shifting, and the need for agility has never been greater. Companies face the challenge of scaling quickly with qualified talent while ensuring data security and maintaining high employee engagement.

TTEC's award-winning Remote CX solution leverages more than 20 years of expertise, more than 20,000 remote associates globally, and cutting-edge AI technology to deliver results.

By accessing a broader, more diverse talent pool without geographic limitations, we help brands improve retention, cut recruitment cycles, and ensure business continuity.

### The remote advantage: Agility, talent, and resilience at scale

A remote model offers more than just location flexibility; it unlocks a strategic suite of advantages that drive operational excellence and long-term resilience.

#### Top talent at scale

Recruit from anywhere, without geographic limitations, and tap into the best-qualified, most-skilled associates.

#### Experienced workforce

Benefit from greater employee loyalty with remote workers, who have 20-40% higher retention rates than those working in brick-and-mortar contact centers.

#### Increased speed to proficiency

Accelerate readiness by removing onboarding friction, standardizing training delivery, and enabling real time coaching with the same digital tools associates use in production

#### Maximum agility

Recruit and hire associates faster, without sacrificing quality, when you need them. A larger candidate pool can make recruitment cycles up to 25 times faster.



#### Differentiated flexibility

Navigate seasonal ramps and unplanned needs easily by rapidly tapping into associates who are ready to hit the ground running.

#### Improved business continuity

Mitigates the impact of localized weather events and incidents with a geographically well-distributed workforce.

#### Cost savings

Uncover bottom-line and efficiency gains with the reduced facility needs of a remote workforce.

## CX success, backed by real results

Up to

# 25x

**faster** recruitment cycle times

# 20-40%

**higher** retention rates compared to brick-and-mortar

# 97%

**drop** in average wait times for healthcare surge support

# 11%

**rise** in bundled conversions for insurance clients

Source: TTEC clients



## An AI-powered ecosystem to optimize the remote associate lifecycle

TTEC's suite of AI-powered tools to optimize every stage of the remote associate lifecycle, from initial recruitment to ongoing performance management. Combining cutting-edge technology with a human-centric approach, these tools solutions ensure that work-at-home operations are efficient, secure, and continuously improving.

### TTEC Smart Hire

Our award-winning, end-to-end candidate selection workflow is designed to manage the entire talent acquisition experience from application to hire. It uses AI to evaluate resumes against job postings, and candidates who pass an initial screening process then self-schedule a time to speak with Sam, our voice AI recruiter.

Sam generates detailed transcripts of every conversation, which are searchable and can be used to identify patterns, trends, and anomalies in the hiring process. Sam can even flag instances of potential fraud by noticing things such as unnatural gaps in conversations. Sam identifies promising candidates, who are then connected with a live recruiter.

### TTEC Perform

TTEC Perform is a specialized enablement platform that uses AI-powered analytics to drive associate performance and professional development.

The tool provides team leaders with real-time dashboards and coaching insights, automatically generating "next best actions" to improve team metrics. By correlating specific behaviors to performance outcomes, the tool creates tailored coaching strategies and integrates micro-learning simulations to sustain high levels of productivity and employee engagement.

### TTEC Titan

Protecting sensitive data handled by remote workers is more crucial than ever. TTEC Titan is our industry-leading security platform that leverages AI to protect sensitive data in remote work environments.

The tool actively monitors for cybersecurity threats and fraud in real-time, taking immediate action to neutralize risks as they emerge. The platform encompasses a wide range of AI-driven security measures, including webcam intervention and behavioral transaction monitoring, ensuring full compliance with rigorous industry standards like SOC 2 and PCI-DSS.

## Maximize **associate potential** at every step

By integrating AI at every touchpoint of our remote model, we have transformed traditional staffing hurdles into measurable competitive advantages so you get a more resilient, agile, and high-performing workforce at every level.

### Attract



Data analytics paired with AI personas created targeted outreach that align skills, experience, and languages.

### Hire



AI matching, video prescreeners, and automation quickly place best-fit candidates into the right roles.

### Learn



20+ design tools and 250+ AI simulations deliver adaptive, personalized training for lasting skill growth.

### Engage



Employee-centered, values-driven, AI-supported systems thinking fosters a motivated and engaged remote work culture.

### Perform



AI-powered analytics deliver coaching, feedback, and recognition to sustain performance and development.

## Ready to experience the future of Remote CX?



### 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)