



Fly high with effortless Travel and Hospitality experiences

Enabling the highest customer satisfaction at the lowest overall cost



Effortless travel and hospitality experiences matter

In only a year, the increase in number of airline passengers has skyrocketed, up 304% from June 2020, and it's estimated that the United States will welcome 95.5 million visitors annually by 2023. With the uncertainty and unpredictability of the COVID-19 pandemic and its effect on travel, travellers expect support from leaders in the industry and will look to those leaders to help them gear up for this new normal. TTEC covers the industry from consumer to commercial with a CX delivery focus to help give your travellers the most seamless and effortless experience possible.

TTEC has almost 40 years' experience in helping the world's leading travel and hospitality experts design, build, and deliver amazing customer and employee experiences driven by digital learning, AI & automation technology, and an end-to-end CX design and delivery experience.

Destination: Delightful CX

Our travel and hospitality solutions bring people and technology execution together to deliver amazing EX and CX. They are digital-focused and outcome-driven, enabling increased employee engagement and customer loyalty. Give your employees the tools they need and your customers the vacation they deserve through our digital learning tools, artificial intelligence and CX design solutions.



Digital Learning and Performance Capabilities

A digital first methodology with TTEC's award winning RealPlay AI-enabled simulated learning solution



Scale up talent quickly and improve time to proficiency



Artificial Intelligence

TTEC creates contact center AI solutions that drive better employee and customer experience



Digitally enable employees and provide a digital first customer experience



CX Design Mindset

We look across talent, technology, and transformation



Ability to provide an end-to-end experience of CX design and delivery

Effortless travel and hospitality experiences drive valuable business outcomes

TTEC CLIENT RESULTS

80%

reduction in training time (down from 27%)

13.3%

improvement in overall learning proficiency

\$4.1M

in client savings



Brandon Hall Group Excellence in Learning Awards
Bronze Winner

The effortless travel and hospitality effect

From		To
Rising costs to serve		Reduced cost per customer and overall TCO
Transaction-driven		Experience- & engagement-focused
Staffing limitations and labor costs		Diminished reliance on live agents
Discrete channels		Orchestrated journeys
Complex, disconnected vendor network		Strategic, end-to-end partnership with aligned incentives
Contracting challenges related to a fees-based approach		Innovative, shared-risk commercial framework
Reliance on CAPEX investment		Cloud-based, OPEX structure
Technology point solutions		Transformational, omnichannel, digital-first customer experiences
Inefficient manual repeated processes		More time solving customer needs and enhancing brand

Partner with an end-to-end CX Transformation Expert

We have the know-how required to make CX a strategic differentiator

- Holistic Solutions
- Operational Excellence
- Innovation Enablers
- Simplify Complexity
- Strategic partner
- Outcome-based approach
- 67+ Client NPS
- 39 years experience & expertise

Make traveling relaxing and stress-free for your customers anytime, anywhere

TTEC can help you create amazing customer and employee experiences, contact center operational efficiency, and greater loyalty for your brand.

CONNECT WITH AN EXPERT

ttec.com/travel

CX@ttec.com

About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is one of the largest global CX (customer experience) technology and services innovators for end-to-end, digital CX solutions. The Company delivers CX technology and operational CX orchestration at scale through its proprietary cloud-based CXaaS (Customer Experience as a Service) platform. Serving iconic and disruptive brands, TTEC's solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next-gen digital and cognitive technology, the Company's Digital business designs, builds, and operates omnichannel contact center technology, conversational messaging, CRM, automation (AI / ML and RPA), and analytics solutions. The Company's Engage business delivers digital customer engagement, customer acquisition & growth, content moderation, fraud prevention, and data annotation solutions. Founded in 1982, the Company's commitment to CX excellence has earned its leading client NPS scores worldwide. TTEC's nearly 59,000 employees operate on six continents and bring technology and human ingenuity together to deliver happy customers and differentiated business results. To learn more, visit us at www.ttec.com.