

DATASHEET

Rapid support when it's needed most

Smart Seasonal and Surge



From hurricanes to data breaches, the ability to efficiently and effectively flex the workforce is critical to maintaining high-quality CX. Now more than ever, governments must prepare for the unexpected and expected, and plan for citizen support spikes.

Government agencies must give the public a sense of control with rapid responses, and a sense of predictability by delivering consistent and proactive support. To respond quickly, these agencies need to immediately expand and optimize their contact center resources, increase productivity with modern technology, and deliver rapid training to ensure proper resolution to issues.

How we keep you ready

TTEC understands that surges typically occur during stressful times for citizens and that a genuine, human interaction can make a real difference. We have experience helping some of the world's largest brands and government agencies manage large support spikes. Our proven approach provides the know-how and care in quick-acting situations.

Humanify @home

Our @home approach helps you accommodate for major ramps, seasonality, and daily fluctuations. Scale up or down every time business needs change with our rapidly deployable, flexible workforce, and industry-leading training solutions.



Award-winning at-home operations

Case Study

No time to lose

When Hurricane Harvey made landfall near the Louisiana-Texas border disaster relief organizations sprang into action but many were overwhelmed. Most of Houston and the surrounding areas had been flooded so phone hotlines were overwhelmed. TTEC delivered an urgent emergency contact service, with very fast deployment, in difficult circumstances.

The Results

7,500

Associates hired in 9 locations in 4 weeks

10

Days to develop the training curriculum

3

Pop-up centers stood up in just two weeks

TTEC Government Solutions



Schedule
GS-35F-151GA

DUNS: 184446537

CAGE Code: 36PV4

NAICS Code: 561422



SURGE HIRING BEST PRACTICES

Talent acquisition teams are ready to mobilize to find and train on-premise or at-home associates with the right skills and credentials to handle any support situation.



FLEXIBLE STAFFING

Both at-home and non-dedicated employees can help manage the unique aspects of each situation and can be ramped up quickly.



AI-POWERED TRAINING

Onboard and upskill new and existing employees with the capabilities they need to handle the situation and deliver amazing CX.



SITE SELECTION

Choose from at-home, onshore, nearshore, or offshore options including local associates who can add empathy and a personal connection to the situation.



SURGE INSIGHTS

Our surge support experts can help put everything in place to be ready to act at a moment's notice.

TTEC design, builds, and delivers transformative citizen experiences for federal, state, and local governments.

LEARN MORE >

Contact us

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We are experts in citizen experience

Our dedicated public sector practice is focused on combining our unique capability of innovative people and technology solutions to meet the surge in citizen demand and increasing expectations.

- Holistic Solutions
- Operational Excellence
- Innovation Enablers
- Simplify Complexity
- Strategic partner
- Outcome-based approach
- 70+ Client NPS
- 38+ years experience

3.5m
 Customer interactions managed daily

300m
 Citizens served every year

About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading global customer experience technology and services company focused on the design, implementation and delivery of transformative customer experience for many of the world's most iconic and disruptive brands. TTEC Digital delivers outcome-based, human-centric, tech-enabled, insight-driven customer experience solutions. TTEC Engage operates customer acquisition, care, fraud prevention and detection, and content moderation services. These two offerings combined deliver flexible and extensible customer experience solutions at scale. Founded in 1982, with nearly 50K employees and offices on six continents across the globe, the company and its employees are proud to live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TTEC is bringing humanity to the customer experience, visit www.ttec.com.