

Rapidly deployed, flexible, scalable solutions that deliver exceptional CX through crises and beyond



The majority of B2B and B2C organizations are currently on a journey to provide improved customer experiences (CX). They plan for seasonality, absenteeism, and spikes in call volume, but how do they ensure successful business continuity when the unexpected occurs and build in resiliency for what comes after?

TTEC NOW for the unexpected

Minimize disruption and stabilize operations with TTEC's pipeline of at-home associates and proven automated and cloud-based CX solutions. Ready to be switched on at a moment's notice to keep your operations running smoothly, we combine the quality management and security of our brick-and-mortar operations with the flexibility and cost structure of a variable model, providing the experience and best practices garnered during our 12 years as an at-home industry leader.

TTEC NOW: Powered by Humanify@home

TTEC has enhanced its best-in-class Humanify@home solution to provide organizations with everything it takes to stand up virtual, cloud-based, omnichannel contact centers in a matter of days, including the people, process, and technology. These solutions include:

AddNOW: Deploys immediately-available, highly-scalable and extensible at-home technology, and customer service associate solutions to support companies and their customers' needs, ensuring business continuity.

MessageNOW: Improves utilization, capacity, and optimizes interactions by rapidly deploying AI-enabled conversational messaging channels (e.g., in-app chat, SMS, web-based chat, social) allowing customer service associates to quadruple the number of customers they can handle concurrently.

AutomateNOW: Increases workforce productivity by automating customer interactions using IVAs (intelligent virtual assistants) and business processes using RDA (robotic desktop automation) and RPA (robotic process automation).

ManageNOW: TTEC's technology solution for contact center as a service ("CCaaS") which includes our Humanify cloud platform in addition to the design, implementation and ongoing managed services of the technology for both captive and outsourced customer service associates.

How Humanify®@home is helping clients create better experience

25%

reduction in associate training time and exceeded CSAT goals

16%

reduction in call handle time

85%

of customers consider themselves promoters following a Humanify@home interaction

5,000

incremental hours of support when disaster struck

72hr

hired, trained and ready to support those in need

95%

or higher quality levels

Sources: TTEC

About us

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading digital global customer experience (CX) technology and services company focused on the design, implementation and delivery of transformative customer experience, engagement and growth solutions. The Company's TTEC Digital business provides insight-driven, outcome-based and AI-enabled omnichannel cloud platforms and CX consulting solutions and its TTEC Engage business delivers operational excellence through customer care, acquisition, retention, fraud prevention and detection, and content moderation services. Founded in 1982, the Company's 49,500 employees operate on six continents across the globe and 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 [ttec.com](https://www.ttec.com).