



AGILITY DATASHEET

# Customers last when you put them first



In any phase of business, Customer Experience (CX) is the difference between your customers leaving you or loving you

Loyal customers spend **60%** more on average.<sup>1</sup>

**\$62 billion** is lost annually to bad CX.<sup>2</sup>

1) Statista; 2) Temkin

## TTEC Agility: Why you'll like us

Simply put, we combine human talent with artificial intelligence to make your customers want to come back in a way that is:



Quick to deploy



Nimble to operate



Seamless to integrate

## Where you want, when you want it



Conversational AI



Curriculum Design



Conversational Analytics



AI-Powered Coaching



Knowledge Assist



Global Talent Sourcing



CRM Optimization



FlexEx Scheduling



## Why you'll love us

**60%**

Cost Savings

**48%**

CSAT Increase

**85%**

QA Consistently Delivered

**50%**

Reduction in Training Time & Certification Time

**39%**





Reduction in average talk time

(based on actual client results)

**A spoonful of our CX helps the costs go down**

<p><b>Build Your Support Team</b></p> <p>We know how to hire right the first time</p> <p>People come from around the globe to work for us</p>		<p><b>Configure Your Support Team</b></p> <p>Choose the model that works for you</p> <p>Flip the levers and watch the results</p>	<p><b>Engage Your Support Team</b></p> <p>Interactive training through coaching, role playing and some really cool AI</p>
<p><b>Innovate Your Channels of Engagement</b></p> <p>AI + Labor = #AgilityCX</p>	<p><b>Converse Intelligently</b></p> <p>Conversational AI (Not Your Average Chatbot)</p> <p>Conversational Analytics (Data = ROI)</p> <p>Knowledge Assist (Answers on demand) (+dozens of other capabilities built for you)</p>		
		<p><b>Optimize Your Systems of Record</b></p> <p>We're not falling asleep at the wheel</p>	

**Modular + Lightweight + Human = #Agility CX**

<p> <b>Fast &amp; Furious</b></p> <p>Get Your CX up and running within a matter of days</p>	<p> <b>2 is better than 1</b></p> <p>The brightest minds + the best technology = What you need, When you need it</p>	<p> <b>Modular &amp; CXy</b></p> <p>CX innovators providing on-demand, purpose-built automation and AI</p>	<p> <b>Play in Our Sandbox</b></p> <p>Your CX goals are our CX goals</p>
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**Your customers expect a lot. We deliver more.**

- We stalk every aspect of your business
- You get a team totally dedicated to find new ways to save you money (ask us how)
- We find and keep customers for you
- You won't pay for labor you don't need
- Foundational / operational expertise
- We get it done

**The agility of small. Backed by decades of experience to help you scale.**

Partner with TTEC Agility to accelerate your growth.

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**About TTEC Agility**

TTEC Agility is the combination of the scale and power of TTEC fully integrated with the flexibility and creativity of FCR. TTEC Agility is built to support the needs of growth-stage companies who need a partner that can innovate and adapt alongside their business, helping them deliver world-class service now while continuously driving improvement and preparing for the next phase of their business. When you partner with TTEC Agility, you have access to the experience of TTEC's more than 40 years in the CX industry. That means you get the insight offered to industry leaders, scaled to what you need and when you need it. On behalf of many of the world's leading iconic and disruptive brands, we talk, message, text, and video chat with millions of customers every day. Our global footprint provides the benefits and reach of massive scale. At the same time, our laser focus on micro-interactions allows us to fine-tune interactions, so every experience your customer has with your brand feels as special as they are.