



# Why partner with TTEC?

## Government

### Rapidly deploying agents and prioritizing digital channels are key to helping citizens now and in the future.

TTEC can help you realize results through our FedRAMP authorized solutions serving 300M citizens every year. Our empathetic agents engage with and deliver care to your citizens when demand surges by leveraging TTEC's technology in automation, messaging, and more.

### What differentiates TTEC?

#### Fully integrated end-to-end expertise

Our FedRAMP authorized contact center solution ensures superior citizen experiences through security and trust. Whether you work for a federal, state or local entity, our government experts help you design and deliver secure omnichannel contact center solutions.

#### Certified Secure

As of March 2020, TTEC serves the Department of Treasury, Department of Veterans and Affairs, Department of Commerce, and Department of Senate - all U.S. agencies.



In January 2020, TTEC received Federal Risk and Authorization Management Program (FedRAMP) JAB Authorized status, at the Moderate impact level, for its Software-as-a-Service government contact center solution, and we are listed on the FedRAMP Marketplace. This status and listing includes the following best-in-class solutions and services:

- Government Cloud Contact Center
- Outsourcing Services for Government
- Training and Onboarding
- Smart Seasonal Surge Solution
- Citizen-Centric Strategies and Consulting.

In November 2019, TTEC and Cisco helped enterprises and government agencies accelerate cloud adoption by leveraging multiple pre-established integration points seamlessly across the CX technology ecosystem.

#### Are you ready to advance your contact center operations with a citizen experience partner?

Contact us:  
CX@ttec.com

[LEARN MORE >](#)

#### Proven results and success-driven

Here are just some of the improved performance metrics our clients are seeing...

**3.5x**

more closed engagement with at-home messaging agents

**60%**

increase in multichannel citizen engagement

**29%**

reduction in help line calls quarter-over-quarter

**0%**

target decrease in Speed-to-Efficiency and 5% target increase in Customer Satisfaction score with Associate Assist

**86%**

reduction in basic inquiries handled by agents and 46% reduction in lead to opportunity cycle time with Customer Assist