



Knowledge Services

AI and process improvement put information at your fingertips with speed and accuracy



Move from information overload to powerful knowledge

The backbone of any strong CX operation is a foundational set of knowledge that can be easily shared among employees and with customers. And AI is primed to support the evolution of the knowledge base from an inefficient system to a useful guide for employees and customers alike.

Technology alone isn't the answer. A blend of AI innovation plus human knowledge experts combine to accelerate knowledge management to its true potential for fast, accurate, seamless insight delivery.

Shift to AI-enabled knowledge management

Large Language Models (LLMs), the engine behind AI tools, are unforgiving in their expectation of accurate, consistent, and relevant information. Don't make the same old mistakes by simply shifting current knowledge base to a new platform. Instead, focus on optimizing your existing content for both AI and humans to get the right information to the right person at the right time, with the right context. Use human experts to determine the best processes and ongoing management. Then align knowledge management processes with machine learning workflows and human oversight to ensure the ongoing success of CX AI initiatives through continuous improvement.

AI-powered Let Me Know gives associates immediate insight

Too often, contact center knowledgebases include outdated and irrelevant material.

With Let Me Know, TTEC has harnessed the power of generative AI, data annotation, data analytics, and insights to ensure a knowledgebase contains only current, relevant articles. When associates search for information, they receive relevant material to deliver quick and successful resolutions for customers.

Associates depend less on keywords, enabling them to search for information in a more intuitive and conversational way.

Our solution won the Gold award for Best Use of Thought Leadership in 2024.

When we piloted Let Me Know among TTEC's tech support associates:

83%

of users said it reduced stress during calls

86%

of users used it for every call

17%

AHT improvement for lower-tier performers

12%

AHT improvement for mid-tier performers

5%

AHT improvement for high-level performers

Knowledge management needs an AI upgrade

50%

of customer service teams don't feel they have effective or sufficient knowledge bases

63%

of customers have already used your website and read FAQs before calling

<70%

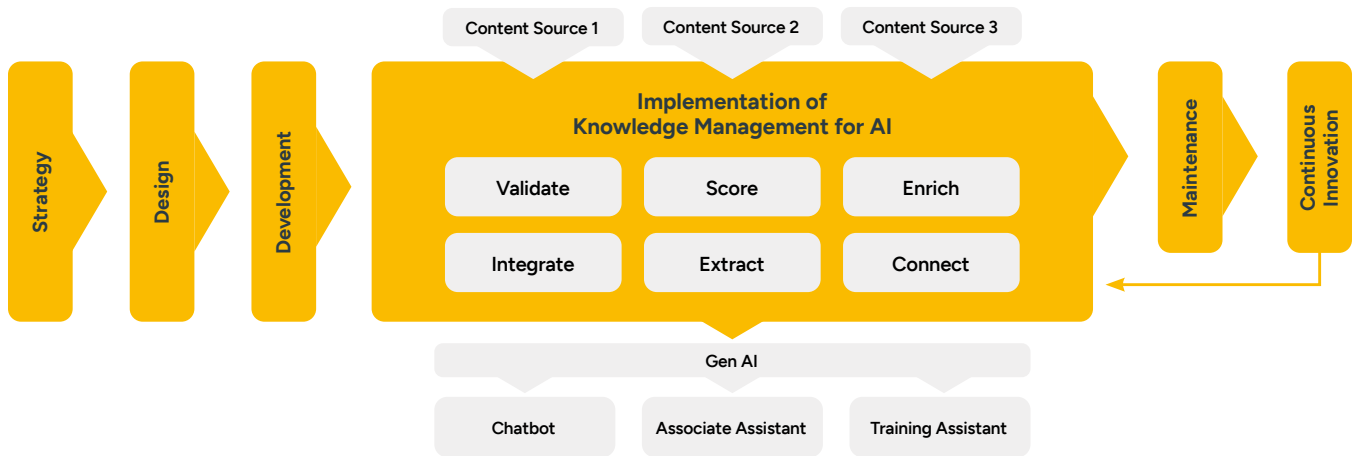
accuracy when users access unoptimized knowledge content

Benefits of Knowledge Enablement Services

- Provide associates with real-time answers to common questions to reduce escalations
- Connect with conversational AI tools to flag common call types and provide information to associates so they are prepared before a call comes in
- Have information on hand so nothing becomes an edge case

How it works

Combine the power of generative AI with decades of knowledge management expertise.



Can your associates find what they need when they need it?

Take our quick, 10-question Knowledge Services Assessment to evaluate your current efforts, identify improvement areas, and access proven best practices.



Bring humanity to technology with AI-powered knowledge enablement solutions.

Contact us to help optimize your CX at the point of conversation.

About TTEC

TTEC (pronounced T-TEC) Holdings, Inc. (NASDAQ:TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enhanced digital CX solutions. Serving iconic and disruptive brands, TTEC's outcome-based solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next-gen digital technology, the company's TTEC Digital business designs, builds, and operates omnichannel contact center technology, CRM, AI, and analytics solutions. The company's TTEC Engage business delivers AI-enhanced customer engagement, customer acquisition and growth, tech support, back office, and fraud prevention services. Founded in 1982, the company's singular obsession with CX excellence has earned it leading client, customer, and employee satisfaction scores across the globe. The company's over 60,000 employees operate on six continents and bring technology and humanity together to deliver happy customers and differentiated business results. To learn more visit us at ttec.com.