



Humanity runs on tech

Get the best of both with TTEC



Customer experience is changing fast. New AI models have some leaders questioning older CX platforms. Pressure to lower costs and raise satisfaction have others wondering what's better: human associates or agentic AI?

With TTEC, you don't have to choose

Stay ahead of rapid innovation and maximize your approach to people + tech with TTEC. We bring together the best in **data, AI and managed services** to help you design, build and operate a next-generation customer experience — all with the goal of achieving outcomes like higher revenue, lower costs, and greater customer satisfaction.

Five essential elements of CX success

TTEC's end-to-end approach extends from strategy to execution and beyond, unifying five essential elements for CX success:

Outcomes-focused strategy.

Close the gap between your CX investments and results with outcomes-led visioning, optimization, change management and more.

AI-ready technology.

Maximize AI-ready technology across your entire CX stack to eliminate customer friction and keep experiences in sync.

AI-enabled operations.

Elevate your brand with AI-enabled operations, creating exceptional customer and associate experiences across every channel.

Advanced data & analytics.

Unlock the power of clean, connected data to accelerate innovation and personalize CX at scale.



Ongoing innovation. Prioritize innovation with proactive action plans that keep you optimizing, modernizing and transforming into the future.

Outcomes-obsessed

20%

higher CSAT

42%

increase in sales

90

improvement in time-to-insight

75%

reduction in TCO

Sample results from actual TTEC clients

Partnering with the best in tech

Our award-winning partnerships include numerous Partner of the Year accolades and advisory relationships with the TTEC Digital team, showcasing our depth of expertise across the CX tech stack.



Recognized for stellar customer and employee experiences

We're proud to be recognized by prestigious organizations for our commitment to customers and employees. Here are just a few.



People are our purpose

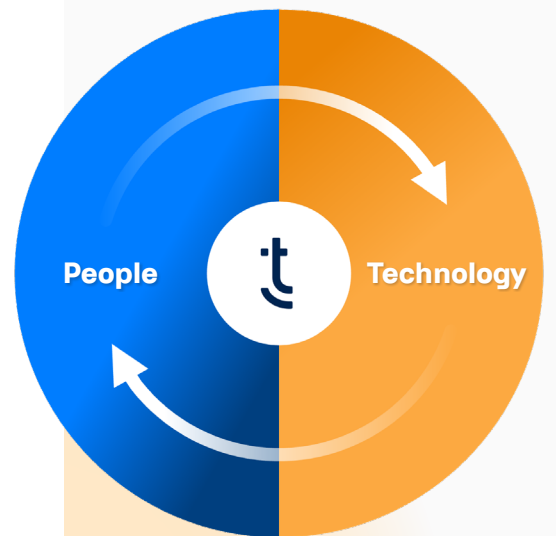
Since 1982, we've been a leader in CX services, innovating along with the industry as we've expanded into global operations, multichannel delivery, cloud-based CX technology, advanced data and analytics, AI and beyond.

Throughout this evolution, our purpose — **bringing humanity to business** — has stayed the same. And it will, *even in a world that's increasingly defined by tech.*

At TTEC, we believe the future of CX is both AI and human — and that no other organization is as well-equipped as we are to deliver the best of both.

- Our technology experts take a human-centered approach, informed by the millions of interactions our associates manage every day.
- Our associates train, work and develop using AI-powered tools and workflows that are informed by our decades of deep experience in tech.

Technology can't create an exceptional experience on its own. It takes deep technical expertise to make it work right, and genuine human empathy to make it work well. Choose TTEC to find your perfect blend of both.



Discover the best in people + tech

Reach out to talk to a TTEC representative today.

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