

MESSAGE NOW

Optimising channels for the current demand

Especially during times of uncertainty, today's customers demand hyper-personalised, one-on-one communication, via their preferred platform. Delivering this kind of customer-centric CX requires a solution with built-in scalability.

Navigate the new normal

Contact centres are the hub of connectivity between brands and their customers. In a crisis, your customers will want to reach you in via means that are second nature. Broaden your range and meet your customers where they are via SMS, web chat, social media conversations, and even mobile apps.

Flex to the Demand

Voice as a channel for responding to customers is -limiting- an important channel, but it's not enough in today's environment. Deflect contact centre volume to a channel that fits your CX goals and business outcomes. Expand the number of customer conversations an associate can concurrently handle, going from 1:1 up to 1:4 with messaging.

Maximise Resources

Having the right problem addressed by the right person at the right time means you can deliver CX that will wow your customers. Create efficiencies in responding to simpler inquiries and requests with the help of intelligent automation as you route more complex needs to associates who are at the ready to engage in conversations with your customers.

Engagement results we can achieve with Messaging and Deflection today

4x

Messaging associates are ~ 4x more efficient

89%

Customer satisfaction

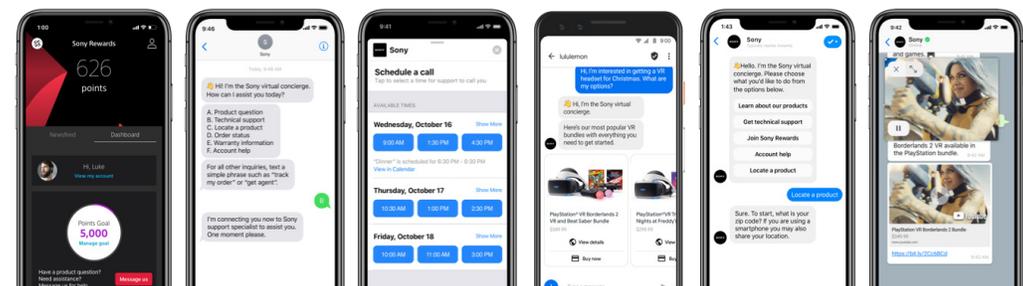
30%

Shift up to 30% of voice IVR volume to Messaging

50%

Lower labor cost per interaction

Sources: TTEC



In-App and Web

SMS

Apple Business Chat

Google RCS Business Messaging

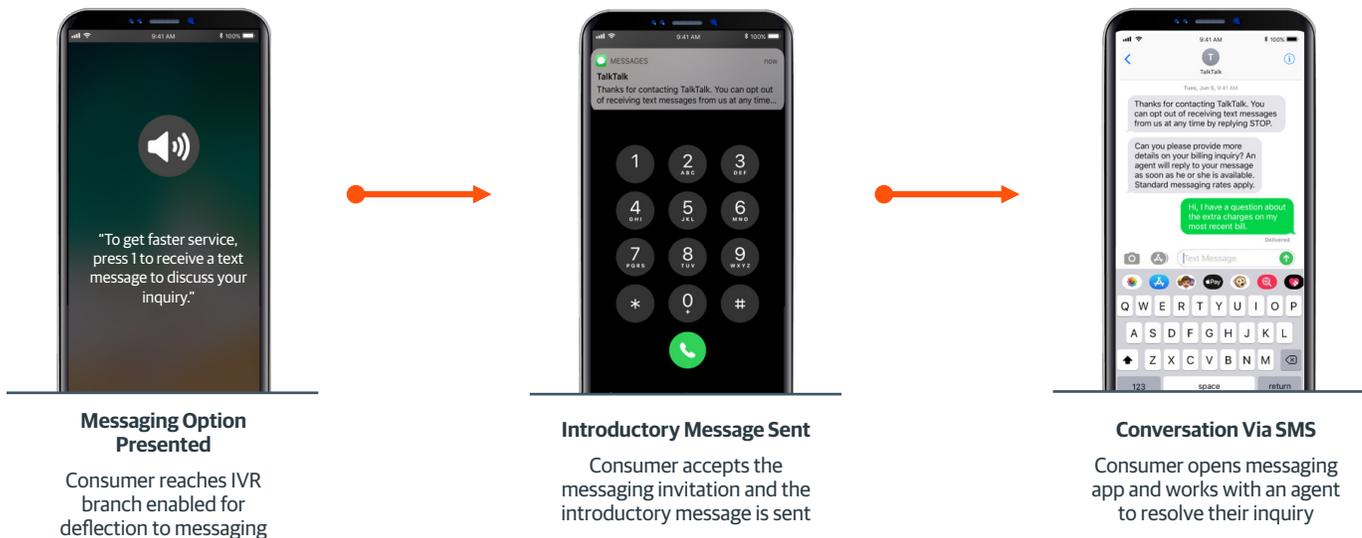
Facebook Messenger

WhatsApp

Voice Assistants

Build for business unusual

Address today's customer communication needs and quickly realise results while enhancing interactions for the future.



Messaging NOW improves utilisation, capacity, and optimises 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.

Divert voice to messaging in 10-14 days to remove friction and optimise interactions for your customers and employees.

- Reduce surging call volume by rapidly deploying Messaging and intelligent automation.
- Enable future contact analysis with data from end-to-end call deflection reports with self-defined KPI dashboards and reports specific to messaging.
- Keep a real-time pulse on customer-associate interactions via manager workspace.

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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 www.ttec.com/asiapacific.