

AUTOMATE NOW

Make the new normal effortless

Even in ideal circumstances, achieving seamless, personalised and immediate customer experience is a tremendous challenge for most organizations. With surging calls coming into contact centres as a result of COVID-19, and employees suddenly forced into makeshift work-from-home environments, customers are waiting longer and getting less resolution to their problems. How can organisations respond when operations are disrupted by crisis and customer demand increases simultaneously and emerge as a customer experience leader?

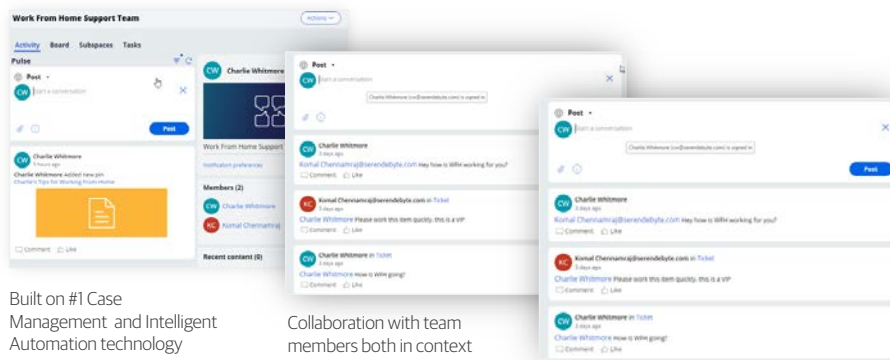
Virtually deliver at scale

Intelligent automation technology brings efficiencies to your front- and back-office operations, optimising the resources and support your associates need to effectively solve customer queries. Enable effortless experiences for your associates by automating compatible customer interactions and business processes. Reduce cost to serve and resource overload by using IVAs (intelligent virtual assistants), RDA (robotic desktop automation), and RPA (robotic processing automation).

WorkshareNOW

Transition to full-time remote work by making the move frictionless for the employees and seamless for customers. With workforce intelligence solutions that combine case management and intelligent automation, associates are:

- Equipped with personal bot assistants to perform routine tasks on their behalf
- Removed from mundane processes that are suitable for automation
- Able to effortlessly interact with customers via traditional and digital means



Built on #1 Case Management and Intelligent Automation technology

Collaboration with team members both in context of cases & other needs

Keep customers in the loop by SMS and Emails

Deployed within 12 days

Proof Points

Cultivate resilience to protect the digital experiences of employees and customers. Recent client results include;

20-30%
Automating of processes

30%
productivity (associate) savings

90%
AHT reduction depending upon process (front and back office)

85%
FCR improved by

16%
improvement in CSAT

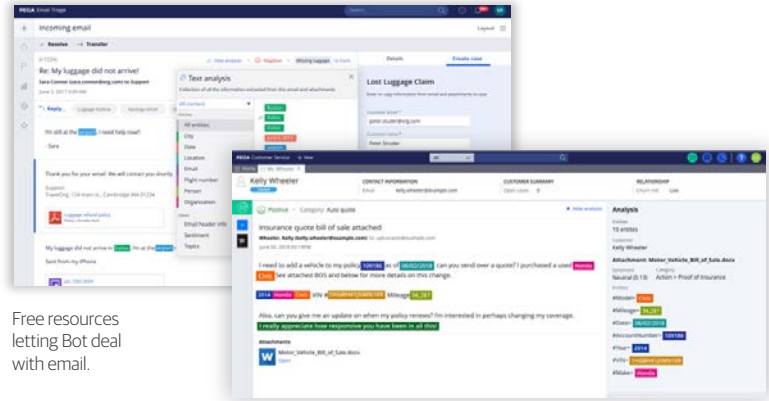
90%
increase in NPS

Sources: TTEC

EmailNOW

Triage inbound emails based on customer intent using Natural Language Processing to free resources and equip your associates to serve your customers better and faster. Activate faster resolution to email inquiries with continuously learning bots that assist your associates with:

- Accurate routing to the right associate
- Extraction and presentation of important information
- Fully automated processing of compatible end-to-end emails



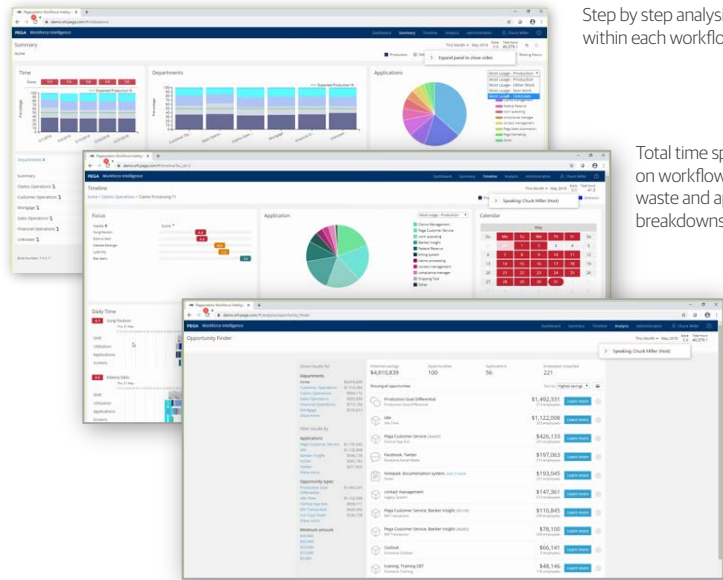
Assist your resources with a bot.

Deployed within 10 days

SuperviseNOW

Mobilize automation to effortlessly gain visibility and insight into at-home employee performance, productivity, and support needs. Use metadata to:

- Optimise associate training
- Better understand employee efforts
- Align KPI and application/process efficiency



Deployed within 7 days

About us

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading global customer experience technology and services company focused on the design, implementation and delivery of transformative customer experience for many of the world's most iconic and disruptive brands. The Company delivers outcome-based customer engagement solutions through TTEC Digital, its digital consultancy that designs and builds human centric, tech-enabled, insight-driven customer experience solutions for clients and TTEC Engage, its delivery centre of excellence, that operates customer acquisition, care, fraud prevention and detection, and content moderation services. Founded in 1982, the Company's 52,400 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 ttec.com/emea.