ttec®

Humanify® Customer Assist

Taking self-service to new levels

Until recently most customer self-service centered around interactive voice response systems or IVRs. But, at some point we've almost all had a bad IVR experience that left us frustrated as we yell "agent" or "customer service rep" over and over again into our phone. Customer facing bots and AI technology are making self-service a better experience by elevating it to new levels and creating a more natural interaction. These intelligent virtual assistants provide 24/7 service, decrease operating costs by deflecting routine enquires from the contact center and can escalate to an associate when needed.

Not all Bots are created equal

Don't waste time with dumb bots. Many of today's bots are highly scripted, channel specific, and limited in their ability. TTEC's Customer Assist connects to all digital channels and uses advanced conversation intelligence and experience toolsets spanning natural language understanding (NLU), natural language processing (NLP), machine learning and conversation analysis to ensure an elevated experience. We have partnered with market leading vendors recognized in the industry for advanced features such as dialogue manager for enhanced natural conversation and having large libraries of natural language terms, patterns and business intents.

Real Business Outcomes

48-67%
Chat and Call Deflection

12%
Increase in Revenue

8X
Return on Investment

Understand
Intent and sentiment, in all requierd languages and across all use cases through advanced natural language processing (NLP)

Context
Dynamically responds and reacts to questions through advanced dialog management

Learn
Every interaction is captured and fed back into machine learnig algorithms to improve NLP and continuously improve

Business Benefits

Improve Self Service – Customers have access and answers to their queries instantly

Decrease Support Costs – Deflects tier 0 – 1 interactions away from the contact center

Increase Associate Capacity – Frees up associate time to handle more complex interactions

Improve CSAT Metrics – Customer satisfaction increases when they can use self help to solve queries faster

Seamless Support – Integrates with your contact center and CRM systems to provide a seamless experience

Always On – On-demand 24/7 support experience

How it works

Connect	Engage	Resolve

Customer
- **Information**
- **Issue Resolution**

Enterprise Channel

Humanify® Customer Assist AI cognitive services engine

Enterprise System of Record

Live Chat Agent

Highlights

– Steamline common high-volume questions

– Provide guided resolution

– Retrieve information

– Execute tasks

– Optimize channels through intelligent routing and hand-offs

– Push and pull contextual data from knowledge management and relevant backend systems for personalization

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 center 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.

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