



DATA SHEET

CX Optimized

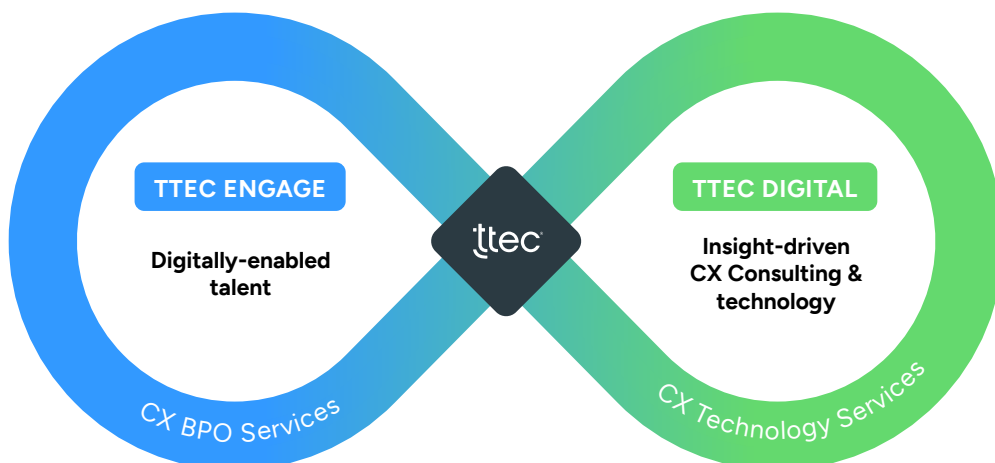
Outsourced customer experience and technology services that improve customer satisfaction and reduce cost to serve.

Talent. Technology. Empathy. Connected.

Companies across every industry and geography are experiencing the pain of what feels like competing CX priorities. You need to improve customer satisfaction and, at the same time, reduce costs. You have been given a mandate to “do more with less” but have seen limited tangible benefits from the CX solutions in the market. We're here to help.

We make the competing priorities of improved CSAT and reduced costs complementary by optimizing CX at the point of conversation. We take a practical approach to continuously improving customer and employee engagement that delivers tangible results. Guaranteed.

We deliver optimized customer care, tech support, sales, AI operations, and trust and safety solutions through our CX BPO and technology services.



- **40** years
- **65,000+** employees
- **6** continents
- **42** languages

- **750+** customers
- **10+** years average client tenure
- **+70** client NPS (all services)

Forbes

Named to Forbes Top 500 large companies to work for in 2022

The crossroads of business performance and customer experience

70%

of organizations see a direct connection between customer service and business performance¹

Loyal customers spend **60% more** on average.²

60%

of consumers would consider switching to a competitor after two or fewer bad experiences²

\$62 bn.

is lost annually to bad CX.⁴

Sources:
1) Zendesk; 2) Statista; 3) CCW Digital; 4) Temkin

The building blocks of CX Optimized

TTEC's 40 years of proven solutions are guaranteed to provide a solid foundation of efficiency and growth for brands.



Don't go it alone

Optimize your cost basis by outsourcing parts of your business such as care, inside sales, and back office

Result

20%

increase in bookings with outbound sales



Explore near-shore & offshore options

Optimize your outsourcing strategy by exploring alternatives to in-house and onshore delivery

Result

60%

cost savings with offshoring



Shift your workforce to at-home

Increase employee engagement, decrease turnover and overhead costs with proven work from home models

Result

39%

drop in cost per sale via @home model



Lead with digital channels

Decrease handle time, reduce cost to serve and improve CX by leveraging non-voice channels

Result

30%

call deflection via conversational solution



Intelligently automate

Do more with less by empowering customer self-service and augmenting the agent experience

Result

\$4.3M

cost savings in headcount reduction



Optimize how work gets done

Improve inefficient processes with managed services for WFM, WFO, QA/QM, Knowledge Management

Result

\$3.1M

reduced expenses with WFM improvements

In the experience economy, the answers to growth, profitability and loyalty are simple. CX Optimized.

Learn more about TTEC's CX Optimized guarantee

About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is one of the largest global CX (customer experience) technology and services innovators for end-to-end, digital CX solutions. The Company delivers CX technology and operational CX orchestration at scale through its proprietary cloud-based CXaaS (Customer Experience as a Service) platform. Serving iconic and disruptive brands, TTEC's solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next-gen digital and cognitive technology, the Company's Digital business designs, builds, and operates omnichannel contact center technology, conversational messaging, CRM, automation (AI / ML and RPA), and analytics solutions. The Company's Engage business delivers digital customer engagement, customer acquisition & growth, content moderation, fraud prevention, and data annotation solutions. Founded in 1982, the Company's commitment to CX excellence has earned its leading client NPS scores worldwide. TTEC's nearly 70,000 employees operate on six continents and bring technology and human ingenuity together to deliver happy customers and differentiated business results. To learn more, visit us at ttec.com.