



Retain 2.0

A safe & secure approach to keeping valuable talent engaged in the new work environment

Employee expectations have evolved



The great resignation to the great realization

Tens of millions of Americans quit their jobs during the "Great Resignation" in 2021 and are realizing that there is a different way to work that shifts away from the more traditional 9-5 office job.



Employees are demanding that remote working arrangements continue

The COVID-19 pandemic forced workers into an at home environment and now employees want the remote working arrangements to continue, even while some employers are making returning to the office a requirement.



Supportive, flexible and engaging working environments are critical to retention

New ways of working have emphasized the need for new ways to develop and connect with employees to encourage retention and low attrition.

Facts & Figures

1 in 3

workers would not want to work for a company that required 100% in office

66%

of workers are worried about returning to the office

77%

of workers want more flexibility in how and where they work

92%

of millennials identify flexibility as a top priority when job hunting

As a result, employers face a challenging new market reality

To keep their employees safe and engaged, they are rethinking their work environments:



Through a vaccination mandate

Negative Impact

- Attrition at scale
- Reduction in sample size of hiring
- Hemorrhage knowledge database
- Underperforming employees

OR



Giving employees a choice to shift to at home working

Negative Impact

- Costly investments in technology
- Build strategy for employee engagement
- Tools for virtual training and performance management

OR



Outsourcing

Positive Impact

- Employee retention
- Knowledge retention
- Highly engaged employees
- Compliance with data security and regulatory requirements

This decision has a significant impact on the customer experience

Our Retain 2.0 solution is a partnership-driven transition that seamlessly moves your remote employees from in-person to TTEC's established and proven @home operations.



Retain 2.0: A technology-enabled @home solution

State of the Art EX and Seamless Onboarding

- Blend of AI and human interactions to optimize the employee onboarding experience, keep employees informed, and track wellness and satisfaction
- 24x7 Technical Support: @home service desk handles service and concerns from employees
- Meaningful virtual events celebrating employees' personal and professional milestones
- Real-time chat access with team members inside and outside of their team as well as chat rooms featuring coaches, managers, and support staff for further assistance



Virtual Learning & Development

- Coaching with leaders focused on developing people and aligning client objectives through analytics-based, real-time coaching plans
- Gamification program designed to drive and reward employee behavior and milestones and encourages development
- True career paths for employees with our iAspire career platform that helps provide guidance



Smart & Secure Workforce Management

- Employee friendly schedules, consistent audits on employees shifts and support coverage and flexibility
- Contingency Management and business continuity processes
- WFO On-The-Go enables employees to access and manage their schedules online, anywhere
- WFM functions include capacity planning, call pattern scheduling, real-time monitoring, data reporting and wellness tracking
- PCI Compliance: for regulatory and compliance requirements along with data security



Strong Culture & Community

- TTEC Neighborhood – A single platform where employees can communicate, collaborate, provide feedback and get quick access and support from cross-functional teams, in an immersive and personalized space
- Pulse of the Employee – Our rigorous survey process for gathering feedback surveys employees throughout the year to monitor and support employee wellbeing and engagements
- Diversity & Inclusion – Global diversity council to formalize and bring together diversity initiatives



Retain 2.0: Make the transition in less than three months

MONTH
1

EDUCATE & OFFER

- Partnership Announcement: Joint communication sessions
- Launch Microsite so teammates can explore TTEC, review TTEC employee benefits and programs, and sign up for welcome sessions
- Provide daily reports on interest in transitioning
- Conduct VIP Welcome Sessions to ensure we provide high-touch communications and address employees questions in real time

MONTH
2

TRANSITION & ENGAGE

- Introduce the transitioning employees to their dedicated onboarding ambassador who will be there to address any questions and offer ongoing communication to keep employees excited and engaged about joining TTEC
- Conduct virtual meet-and-greets in anticipation of the transitioning employees' day 1 at TTEC.
- Share weekly tips and tricks about home office set up, the benefits of the new remote work environment and introduction to TTEC's innovative tools and capabilities

MONTH
3

ONBOARD & OPTIMIZE

- Day 1 and transition into employee onboarding initiatives

Start your seamless transition with TTEC today

CX@ttec.com

Why TTEC



State of the Art EX and Seamless Onboarding – we demonstrate a deep integration into our client's culture and prides ourselves in the ability to embody their brand, value, and culture. From immersive experiences tailored to the client brand, to supporting fundraisers and activities.



Seamless transition – we understand that successfully transitioning employees requires a thoughtful, empathetic approach. We work closely with the partners to merge best practices from the transitioning team of employees with our world-class @home delivery model for superior experiences to the employees AND the customers they serve.



WFH experience and expertise – for 15 years, TTEC has operated @ home programs that exceed client objectives, diversify our workforce and provide flexibility for our employee population. We are unique in our ability to leverage technology to drive speed, scale and efficiency for our @home programs – well above our competitors and industry benchmarks.



Best-in-class WFH practices and processes – TTEC's @home program is a holistic solution that brings together people, process, and technology capabilities. We combine the quality management and security of our brick-and-mortar operations with the flexibility and cost structure of a variable model, providing the experience and best practices of an industry leader.

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 62,300 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 www.ttec.com.