



Sales Excellence Accelerator

Drive acquisition, growth, and retention with prospects and clients

The COVID-19 pandemic has shifted customer behavior in many ways that are here to stay. So, what does this mean for sellers? Sales leaders and teams around the world are having to adapt to this new customer behavior and are leveraging new techniques and technology to differentiate. Establishing sales operating best practices can take years of trial and error which can result in low productivity, missing sales and revenue expectations, and underutilizing investments.

We have **over 30 years** of Sales as a Service experience with industry leaders and an **award-winning** sales methodology that encompasses people, process, insights and analytics, and technology. Our optimized sales processes at each stage of the customer lifecycle result in **industry-leading best practices** that have been applied to B2B and B2C brands across the globe.

Elevate your sales team

Our Sales Excellence Accelerator identifies and focuses on points of the funnel where sales are falling out. We develop a sales playbook and roadmap with recommendations to elevate your sales team.

Quick deployment
45-day duration

Low-cost

400+
Best practices developed over 30 years of experience

Roadmap for improvement

SALES EXCELLENCE ACCELERATOR



WHAT SETS TTEC'S ASSESSMENT APART?

Assessment outcomes

20%+
YoY revenue growth

Increased EPS
5 consecutive
Employee Promoter
Score increases

90%+
Average NPS

Identify training gaps
Refresh of training
curriculum

Traditional Assessment

Check points may not be correlated to sales success

Treated as a yearly compliance item

Majority of assessment questions asked to a single leader

If it's happening the majority of the time, it's considered "working"

An executive decides what is working and not working

Others may have a narrow scope of evaluation

TTEC Assessments



TTEC check points based on **400+** operational best practices gathered over the past 30 years

Covers 21 strategic categories



Tool that has **proven to improve** programs by measuring and creating action plans in areas where needs for improvement are identified



Assessment **broken into segments** so proper SME can be utilized (including front-line agents)



If any examples of process not working, an **action item** is created



What the **person impacted** is saying (applicable to new hire to associate)



TTEC brings together cross functional expertise to deliver solutions that **optimize** your program from **end-to-end**

Accelerate your sales excellence

Learn more on how to drive acquisition, growth and retention with prospects and clients.

CX@ttec.com

ttec.com/inside-sales-as-a-service

LEARN MORE >

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 59,000 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 www.ttec.com.