

# ADD NOW

Deploys immediately-available, highly-scalable and extensible at-home technology, and customer service associate solutions to support companies and their customers' needs, ensuring business continuity.

## The new normal is under constant revision now

Your customers are top priority. TTEC is committed to help you minimise disruption and stabilise customer operations in these unprecedented times. TTEC can help you take strategic measures to protect your brand and provide a high-quality customer experience.

### Address rapid change

TTEC's at-home approach helps you accommodate fluctuating demands, manage costs, and abide by government guidelines. Diversify channels and geographies by adding at-home associates ensures business continuity.

### Leverage proven at-home technology

Safe, secure, and compliant technology coupled with best-in-class operational processes, delivered with flexibility, scalability, and the confidence to protect your customer relationships.

### Talent available anywhere

A virtual workforce offers a broader pool of available brand advocates – with the right skills – in a competitive labour market with flexibility and accommodations. Staffing appropriately can ensure the well-being of your customers and associates.

## Impactful results achievable with at-home associates

~61k

at-home applicants in our candidate pool

25%

reduction in associate training time and exceeded CSAT goals

16%↓

reduction in call handle time

72hrs↓

hire and start training in 72 hours

Sources: TTEC

For the past 5 years, TTEC has been recognised for being listed among the "100 Top Companies with Remote Jobs".



### Engaged employees



41% of employees who work from home three-to-four days a week felt engaged compared to 30% of those who work at the office everyday

Sources: Gallup

### Higher eNPS



Employee NPS is 50% higher for at-home workers than brick and mortar

### Employee benefits



Telecommuting full-time saves employees money thanks to reduced expenses, flexibility, caters to their family for work life balance