

Humanify™ Technology Platforms - Omnichannel

# Humanify Connect for Innovative Businesses

## Disrupt and grow

Today's innovative businesses are disrupting the market, challenging traditional business and service models. They are progressive, rapidly growing and need a technology partner that can deliver a digital customer experience that is also disrupting the status quo, making your customer's experience as innovative as your brand.

Humanify Connect is an enterprise-class, highly scalable, all-in-one cloud solution natively designed for digital interactions. Its advanced features make it easy to use, simplify deployment and give quickly moving ventures the agility to grow their service experience as quickly as their business.

**Humanify Connect is an advanced CX solution that delivers the digital sophistication and outcomes essential to today's progressive businesses.**

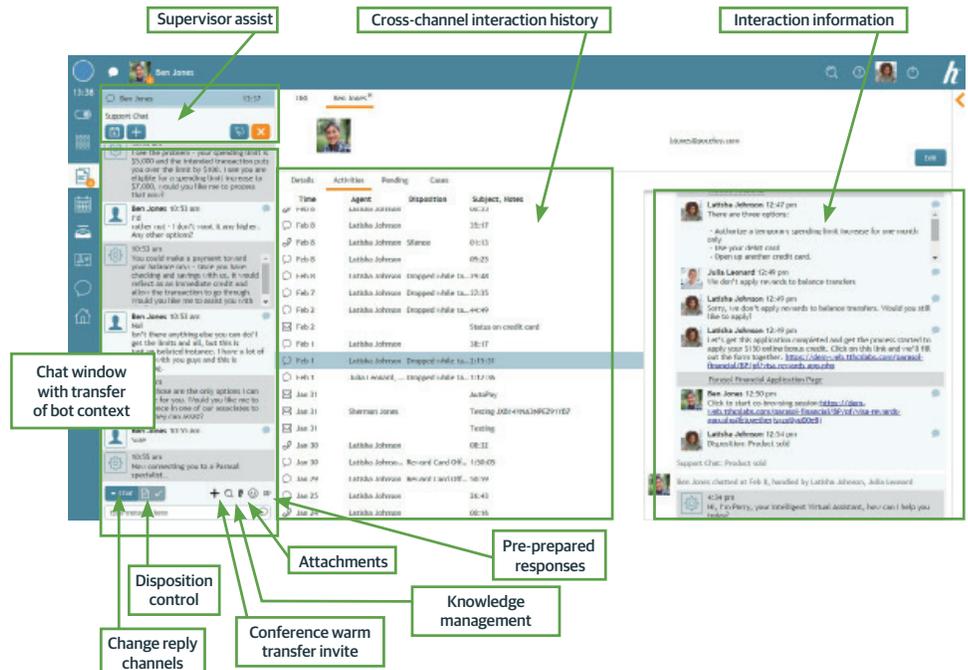
## Thinking beyond the immediate

Think beyond immediate customer service needs to a technology partner that allows your brand to deliver on the shift in service expectations and behaviors that comes with progressive digital disruption. TTEC offers strategic technologies and consulting services that enable your business to truly stand-out and lead the market in customer engagement, like customer journey orchestration, Bots/Automation, Service to Sales and TTEC's Humanify Insights Platform, enabling deeper data insights for greater business impact.

We empower digital service transformation and outcomes in alignment with advanced business models.

## Responsive associate desktop

- Controls on a single desktop to manage all interaction types
  - Voice, chat, email, video, social and SMS
- Cross-channel interaction history
- Proactive chat
- Intelligent virtual assistance
- Customer journey orchestration
- Internal chat
- Real-time personal metrics
- Included softphone/videophone component plug-in



**Powerful supervisor tools**

- Real-time actionable dashboard for supervised teams and services
- Handy customizable alerts draw the supervisor's attention to anomalies
- All interactions can be graded in real-time
- Monitor, agent-assist, and barge-in tools for all interactions
- Internal chat to converse with teammates

**Blended omnichannel routing**

- Blended interaction distribution accounting for multiple skills, contact history, escalations and priority across channels
- Fine control over the interaction blend on an agent desktop
- Keyword and sentiment routing opportunity

**Omnichannel IVR**

- User-friendly "block scenario" control
- Easy to use drag-and-drop web-based user interface
- Voice enabled and textual based channels

**Workforce Management**

- Third -party WFM integrations

**Outbound**

- Predictive, preview and automatic dialing modes
- Campaign operator dashboard allows monitoring and control over campaign execution in real-time
- Call progress analysis and answering machine detection

**Reporting**

- Out-of-the box historical reports
- Ad-hoc or scheduled reports and delivered via email or FTP
- Survey data included
- Customizable

**Built-in Quality Management**

- Records all interactions with ability to search, review and grade
- Advanced scorecards for each interaction type
- Coach/barge-in models are augmented with grading on the fly

**Knowledge Management**

- Built-in knowledge base tool
- Contextual knowledge management
- Quick access from all interaction types via expand/collapse panel
- Quickly insert all or part of the knowledge base topic into conversations

**Bots and Artificial Intelligence**

- Bot integration
- Messaging apps and webchat can be handled by Bot
- Track conversations and provide possible replies to agents
- Insights on changes in customer behavior (sentiment analysis)

**Support for Social Messenger Apps**

- No waiting with alerts
- Picture messaging
- Positive identification with social nicknames
- Easy escalation to voice

**Administration**

- All system administration from a single, easy-to-use web interface

**Integrations**

- Salesforce.com, RightNow, MS Dynamics, Zendesk for CRM integrations
- IBM Watson for AI integrations
- APIs for custom integrations

**Compliance and Security**

- Role based access control
- Audit log
- Recordings and transcripts encryption

**About us**

TTEC Holdings, Inc. (NASDAQ: TTEC) a leading global technology and services provider 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, growth and digital trust and safety services. Founded in 1982, the Company's 47,800 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](http://ttec.com).