ttec™

Humanify™ Technology Platforms – Omnichannel

Humanify Connect

Connecting the customer experience

Today's consumers expect immediate gratification. They're driven by new demands, connectivity, and frictionless experiences across every channel. Humanify Connect delivers seamless omnichannel interactions with advanced service features that give your customers the convenience, efficiency, and personalization they expect, and your associates the tools they need for success.

Humanify Connect is a highly scalable, all-in-one cloud solution natively designed for omnichannel interactions by supporting a single view of the customer. It is easy to use, has simplified deployment and gives you the agility to migrate to new channels on your timetable and according to your business needs. We are ready when you are ready!

Humanify Connect is a full-featured solution that makes advanced omnichannel communications seem easy.
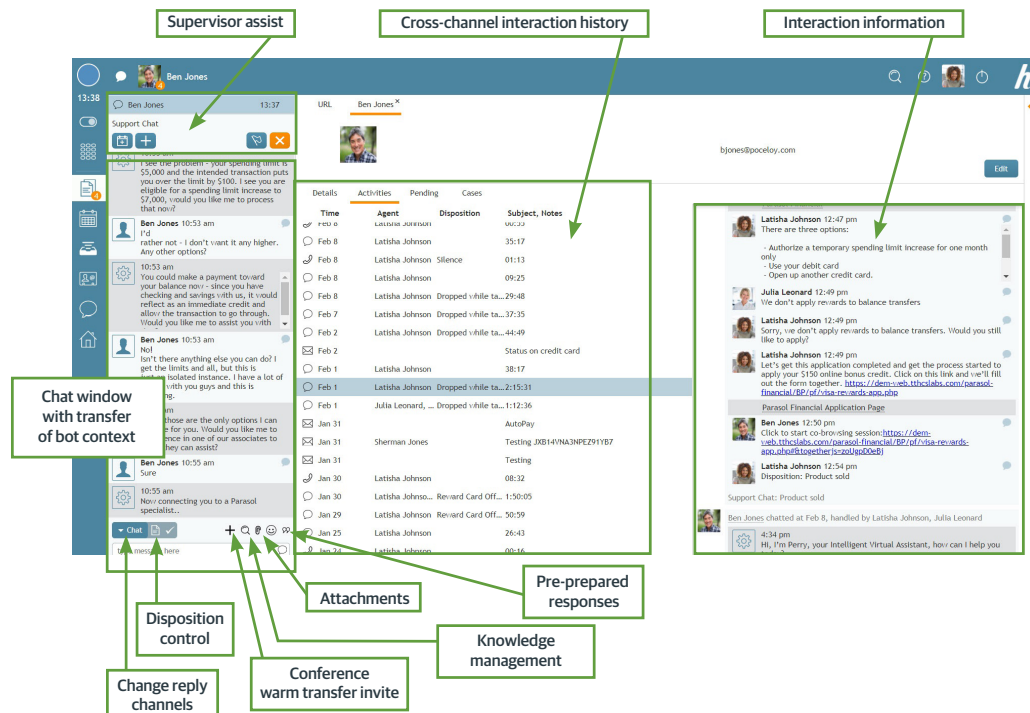
Taking it to the next level

You can also take your service to the next level bringing extra value with integrated technologies that enable your business to truly stand-out and lead the market in customer engagement, like customer journey orchestration, Bots/Automation and TTEC's Humanify Insights Platform enabling deeper data insights for greater business impact.

We empower you to meet the needs of today's high-expectation customers and prepare for the customer of tomorrow.

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, associate-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 associate 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 associates
- 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 (NASDAQ: TTEC) a leading global technology and services provider focused exclusively 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 56,000 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 www.ttec.com.

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