

Humanify™ Technology Platforms - Omnichannel

Humanify Enterprise

Connecting the customer experience

Today's consumers expect instant gratification. They're driven by new demands, connectivity, and frictionless experiences across every channel. Humanify Enterprise delivers seamless omnichannel interactions with advanced service features that give your customers the experiences they expect, your associates the tools they need for success, and your business the outcomes it requires.

Humanify Enterprise is a highly scalable, fully integrated best-of-breed solution, powered by Cisco. Our exclusive solution employ's TTEC's differentiated features that enhance the capability and flexibility of the Cisco platform.

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Taking it to the next level

You can also take your service to the next level by adding value through integrated technologies that differentiate your brand as a market leader in customer engagement. Leverage customer journey orchestration, bots/automation and TTEC's Humanify Insights Platform which enables deeper data insights for greater business impact.

Key feature offerings



Channels

- Voice (inbound + outbound)
- Chat (static + proactive)
- Email
- Video
- Social
- Cobrowse
- SMS/MMS (short + long code)
- Fax
- Bots



UC & CRM

- CRM Integrations:
 - Salesforce
 - Zendesk
 - MS dynamics
 - Servicenow
 - Oracle Service Cloud
 - Siebel
 - SAP
- Cross-channel interaction history
- Unified communications



Supervisor & QA

- Humanify Portal & Humanify Portal mobile
- Interaction manager call flow builder
- Actionable dashboards
- Supervisor assist:
 - Monitoring, barge-in and coaching
- Post call surveys
- Outbound campaign management (progressive, preview & predictive dialing)



Associate

- Omnichannel desktop
- Dynamic routing
- IVR
- Whisper
- Humanify callbacks
- Co-browse
- Journey orchestration
- Knowledge management



WFM & Reporting

- Standard & customizable reporting
- Real-time dashboards
- Humanify Insights Platform
- Quality management
- Call & screen recording

Humanify Omnichannel desktop

Web-based multi-channel associate and supervisor tools on a single interface

Humanify Portal/Humanify Portal mobile

Exclusive TTEC designed tool for the flexible management and administration of your contact center operations

Interaction manager

User friendly drag-and-drop call flow builder

Dynamic omnichannel routing

Real-time associate and skill-based intelligent routing across channels

Integrated omnichannel reporting

Optimal mix of high and low-level performance metrics

CRM integrations

Integrate with most CRM solutions for associate empowerment

Single sign-on (SSO)

One set of login credentials

High availability/disaster recovery

Deployed across two data centers for full failover in the event of an outage

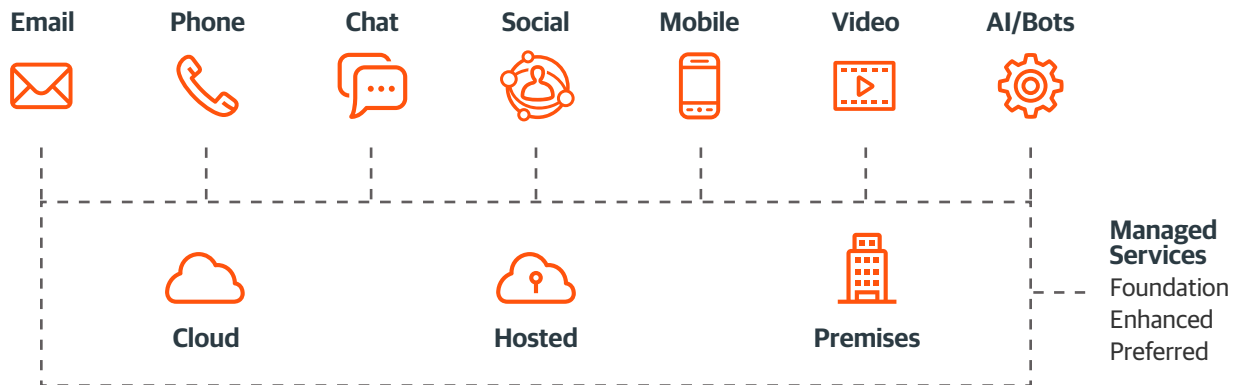
Security and compliance

We implement security controls that meet applicable laws and regulations, including HIPAA and PCI

Support

24 x 7 x 365 with one of the largest pools of Cisco certified engineers anywhere

Different deployment models handle the various demands of diverse clients



TTEC designs and delivers cloud, premises and hybrid omnichannel communication solutions and modernizes legacy environments to enable today's technology strategies. Drawing on relationships with industry leaders like Cisco Systems, we blend services with industry-leading hardware and software applications to deliver best-in-class solutions.

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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.