



# CURB CONSUMERS' FINANCIAL STRESS, FEAR, AND WORRY.

For leaders in retail banking, property & casualty insurance, retail brokerage, and capital markets to succeed in times of crisis, it's crucial to design and deliver ultra-convenient, digital-first customer experiences everywhere, every time.

We can help you quickly ramp your teams up or down, respond to evolving consumer demands, and drive customer loyalty. **See how.**

## Infuse convenience into their every experience

Accommodate emerging consumer demands with sophisticated digital tools, expanded product lines and services, and around-the-clock empathetic support.

TTEC's innovative approach to hiring, performance monitoring, and team-based success measurement yields positive results to...



Manage hypergrowth periods and scale operations with ease

Boost CSAT

**13%+**

in as little as 4 months

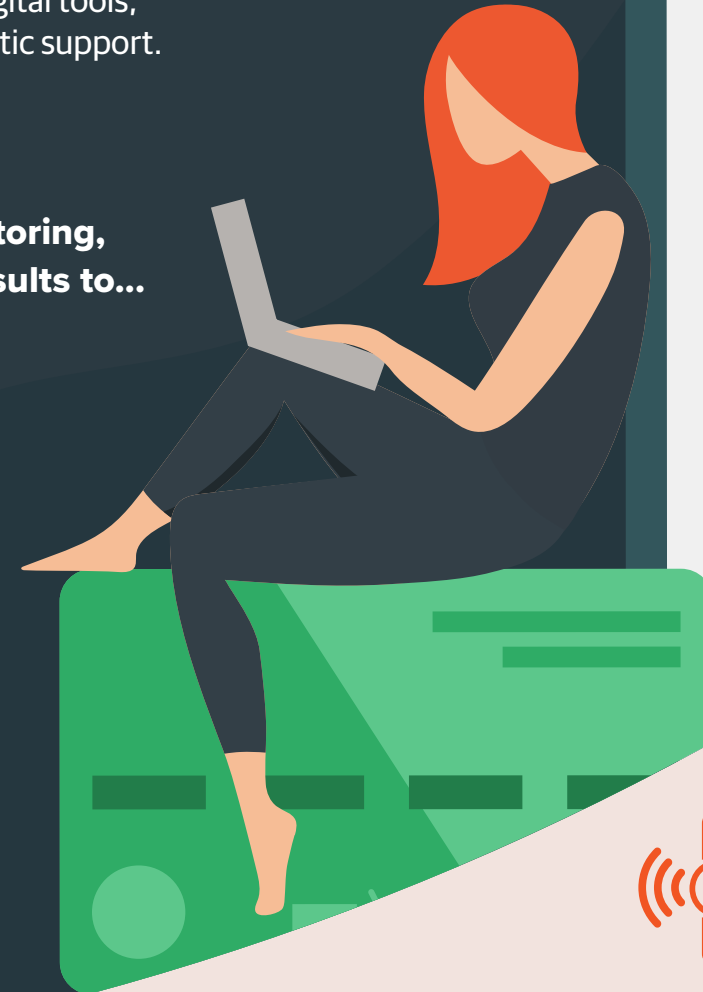
Watch your CSAT jump from

**54%–80%**



Develop brand fanatics who embody your culture and vision

...so you can rise above the chaos with exceptionally effortless digital experiences – at scale.



Don't leave them hanging, eliminate hold queues

**250+**

associates leveraged from our massive talent pool

Meet first-contact-resolution goals in **4 wks** or less

Achieve and maintain a **90%** in-chair occupancy rate



Boost operational efficiency by **30%**

## Meet and exceed your optimal employee experience delivery goals



Ramp up

**400+**

associates in 6 months



Attain eNPS

**80+**



Maintain

**100%**

compliant to quality performance



Minimize your call back rate to

**7.5%**

(or lower)

## Crush your Sales goals with powerful analytics, experienced associates, and robust performance management



Watch sales jump forward by

**47%**

(or more)



Exceed monthly enrollment targets by

**120%**

## The world of buying, paying, lending, and funding has gone digital. Did you?

TTEC can help you reshape your financial services, solutions, and support for now, next, and beyond.

**LEARN MORE**

For more information, contact us at [cx@ttec.com](mailto:cx@ttec.com)