t NOW FOR GOVERNMENT

THRIVE IN THE FACE OF SURGING CITIZEN OUTREACH

During uncertain times, citizens crave efficient and compassionate communications from local, state, and federal government agencies.

To keep up with sudden demand spikes, it's crucial to mobilize operations quickly while maintaining data security to deliver simple, seamless, and satisfying citizen experiences across every touchpoint.

TTEC strives to understand and align with the unique challenges government agencies face.

We can help you address citizen concerns as soon as they arise.

Swiftly deploy systems and staff during natural disasters

200 agents

48 hours

Set up emergency hotlines

10 locations

3 pop-up sites

1 week

Ramp up fast to address security breaches

72 hrs agents hired, trained & ready

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t NOW
Continuity in Time of Crisis

Keeping operations running smoothly

- ✓ Move from brick and mortar to at-home
- ✓ Meet official social distancing guidelines
- ✓ Enable efficiencies with web messaging and IVR deflection
- ✓ Enable workforce with secure tools and technology
- ✓ Optimized training and proven global processes

CXaaS
Digital-First Resilience

Move to digitally-enabled approach with certain outcomes

- ✓ End-to-end CX managed services
- ✓ Includes CX strategy & roadmap, technology, natural intelligence (humans), AI, and automation
- ✓ Collaboratively build business case based on a timeline with a series of technology roll-outs that will improve customer engagements in a cost-effective manner
- ✓ TTEC commits to outcomes that directly align with your goals

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Deliver around-the-clock services to citizens with our ultra-modern networks.

Cloud Technology

Managed Services

Multiple access levels and services

...make it easier for your agents to help citizens.

10K users for core voice services

25,500 IVR ports to deflect 98% of calls

Our COVID-19 rapid response successes

3,500 agents from a top-tier government agency shifted to at-home environment in 3 weeks

675 human resource and back office employees moved to scalable home environment within weeks

13,000 federal government agents across 33 contact centers

When your citizens need help now, guide them to better answers, faster.

TTEC supports continuity and builds long-term digital resilience in times of crisis, all while ensuring citizen data is kept safe.

LEARN MORE

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