

# Customers last when you put them first



## In any phase of business, Customer Experience (CX) is the difference between your customers leaving you or loving you

Loyal customers spend **60%** more on average.<sup>1</sup> **\$62 billion** is lost annually to bad CX.<sup>2</sup>

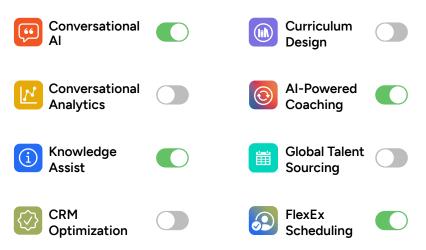
1) Statista; 2) Temkin

#### TTEC Agility: Why you'll like us

Simply put, we combine human talent with artificial intelligence to make your customers want to come back in a way that is:



#### Where you want, when you want it



#### Why you'll love us

60% Cost Savings

48% CSAT Increase

85% QA Consistently Delivered

50% Reduction in Training Time & Certification Time

**39%** Reduction in average talk time

(based on actual client results)



#### A spoonful of our CX helps the costs go down



#### Modular + Lightweight + Human = #Agility CX



Get Your CX up and running within a matter of days



2 is better than 1

The brightest minds + the best technology = What you need, When you need it

### Modular & CXy

CX innovators providing on-demand, purpose-built automation and Al



our CX goals

Your CX goals are

Your customers expect a lot.

#### We deliver more.

- We stalk every aspect of your business
- You get a team totally dedicated to find new ways to save you money (ask us how)
- We find and keep customers for you
- You won't pay for labor you don't need
- Foundational / operational expertise
- We get it done



#### **About TTEC Agility**

TIEC Agility is the combination of the scale and power of TIEC fully integrated with the flexibility and creativity of FCR. TIEC Agility is built to support the needs of growth-stage companies who need a partner that can innovate and adapt alongside their business, helping them deliver world-class service now while continuously driving improvement and preparing for the next phase of their business. When you partner with TTEC Agility, you have access to the experience of TTEC's more than 40 years in the CX industry. That means you get the insight offered to industry leaders, scaled to what you need and when you need it. On behalf of many of the world's leading iconic and disruptive brands, we talk, message, text, and video chat with millions of customers every day. Our global footprint provides the benefits and reach of massive scale. At the same time, our laser focus on micro-interactions allows us to fine-tune interactions, so every experience your customer has with your brand feels as special as they are.