



# Workforce Engagement Management

Employees are the key to successful customer engagement

## Industry excellence for managing your most important CX asset

TTEC thinks, lives, and breathes cloud customer engagement, it's what we do. And, with 25+ years of experience designing and implementing amazing customer experience solutions, we do it well. In addition to industry-leading omnichannel, customer journey, unified communications and managed services solutions, our cloud also delivers the best in Workforce Engagement Management (WEM).

TTEC's global cloud platform delivers a best-in-class WEM solution that spans back office, branch and contact center touchpoints. It delivers the industry's most unified and mature workforce solution, with unmatched functionality. Get unprecedented visibility into resources, processes and history across multiple functional areas of your organization and transform raw data into actionable insights more quickly than ever dreamed possible.

Up to **70%** of contact center operating cost can come from staffing.

TTEC helps you achieve operational excellence.

## Unified Enterprise-wide WEM Solution

### What TTEC WEM offers

vs.

### Other WEM solutions

**Faster time to value/benefit realization** - Unified software offering with pre-defined workflows

Loosely integrated systems via partnerships

**Consistent service level projections** - A system that understands and incorporates each individual employee's capacity capability

Systems designed for high level ramp up of new employees

**Ability to dynamically meet service level goals** - gives employees flexibility without losing the ability to achieve service level

No ability to manage skills at individual employee levels

**Holistic view of employee contribution** - Multi-faceted tracking enables a quicker discovery of root causes to exceptions, faster time to correct behavior

Limited tracking

**Easier IT implementation and support** - web-based access to all functionalities and roles

Complex IT management with thick-client based core functions

**Proactive management and "fire drill" mitigation** - optimized employee and queue alerts across the enterprise

Limited alerts

**More efficient use of resources** - Supports load balance across different teams with queue hopping

Only group movement

**Improved budget and recruitment planning** - Strategic forecasting models with short and long term planning

Inflexible planning models

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## The Cloud Advantage

- Insure your business for future upgrades
- Scale up and down as needed
- No additional costs for software maintenance or upgrades
- Eliminate investment of premise-based hardware
- Achieve higher levels of reliability and security with redundant, PCI compliant data centers

## Why TTEC?

- World-wide cloud provider
- Expansive WEM portfolio offered in the cloud
- Broad range of customer experience technology and service expertise
- Open WEM integration with leading contact center solutions
- Single solution spans back office, branch and contact center touch points
- Interoperable with out-of-the box business process workflows in the UI delivering unique actionable intelligence
- Application and technology Managed Services
- Workforce optimization Business Advisory Services with TTEC's consulting experts
- Flexible Deployment and licensing options: cloud/SaaS, hybrid, on-premises, perpetual and subscription term options

## Proven solutions, documented outcomes

**Productivity Enhancement:** Insight gained allowed a vision services provider to enhance customer service and reduce call handle times for a \$3 million saving in the first year

**Customer Satisfaction:** By analyzing customer calls, a bank was able to reduce call handling times while increasing net promoter score

**Cost Reduction:** Solution implementation improved a manufacturer's customer service levels by nearly 10% while reducing its cost per monitored call by more than 60%

**Operational efficiency:** Utilizing the solution allowed the streamlining of customer service across contact centers and back-office operations, saving an educational lender \$1.75 million in the first year

**Customer Retention:** A large financial services organization implemented the solution to help spot potential customer defections – and saved nearly 600 accounts worth about \$1.7 million in revenue just in the first three months.



### Contact Us

+1.800.835.3832

[ttec.com](http://ttec.com)

[ttecgov.com](http://ttecgov.com)