ttec® DIGITAL

Experience 360 Solution from TTEC Digital

TTEC Digital: a Digital Systems Integrator for the worlds' leading CX solutions..

- TTEC Digital is a CX technology and services company focused exclusively on the design, orchestration and delivery of customer and employee experience transformation across the full CX technology stack.

- Through strategic partnerships with the leading global, enterprise CX technology providers and a robust software engineering division, TTEC Digital delivers omnichannel, CRM, data analytics, AI and automation.

- Using its proprietary Experience 360 methodology, TTEC Digital powers CX transformation engagements across the globe for hypergrowth and enterprise clients in several verticals including financial services, health care, public sector, communications and retail.

- TTEC Digital is a business unit of TTEC NASDAQ:TTEC

Experience Strategy
Vision & Research
Design thinking, research, VoC, transformation roadmaps

Digital Experience
Intelligence & Insights
Data, CRM, analytics, AI and automation

Interaction Experience
Journeys & Engagements
Omnichannel engagement hub design, deployment, and support

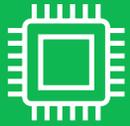### Experience Innovation
Innovation & Development
IP for custom implementations and packaged applications for technology application marketplaces

End-to-End CX Transformation Experts

TTEC DIGITAL

A CX design and technology orchestration partner with market leading capabilities in data/AI enabled strategic consulting and CXM platform service & delivery

ttec®

A global market-leading CX technology and services partner focused exclusively on customer experience to deliver meaningful commercial outcomes through digital transformation.

Nasdaq
Nasdaq Listed

$2.5Bn+
Revenue

TTEC ENGAGE

A leading tech-enabled virtual customer care operations, revenue generation and specialty business services outsourcing partner.

40+ years and counting

65,000+ employees

Extensive UK-based practice

Digital System Integrator for the worlds' leading CX solutions

+70 client NPS

TTEC Digital | We bring humanity to business.

EXPERIENCE 360

Customer Experience Transformation is in our DNA.

End-to-end CX doesn't start with technology, it begins with designing an overarching CX Strategy combined with deployment of key CX platforms to achieve that vision, creating moments that matter across the entire employee to customer journey powered by integrations and innovation
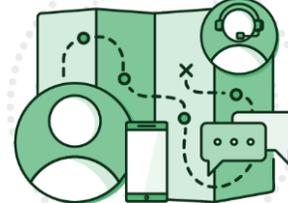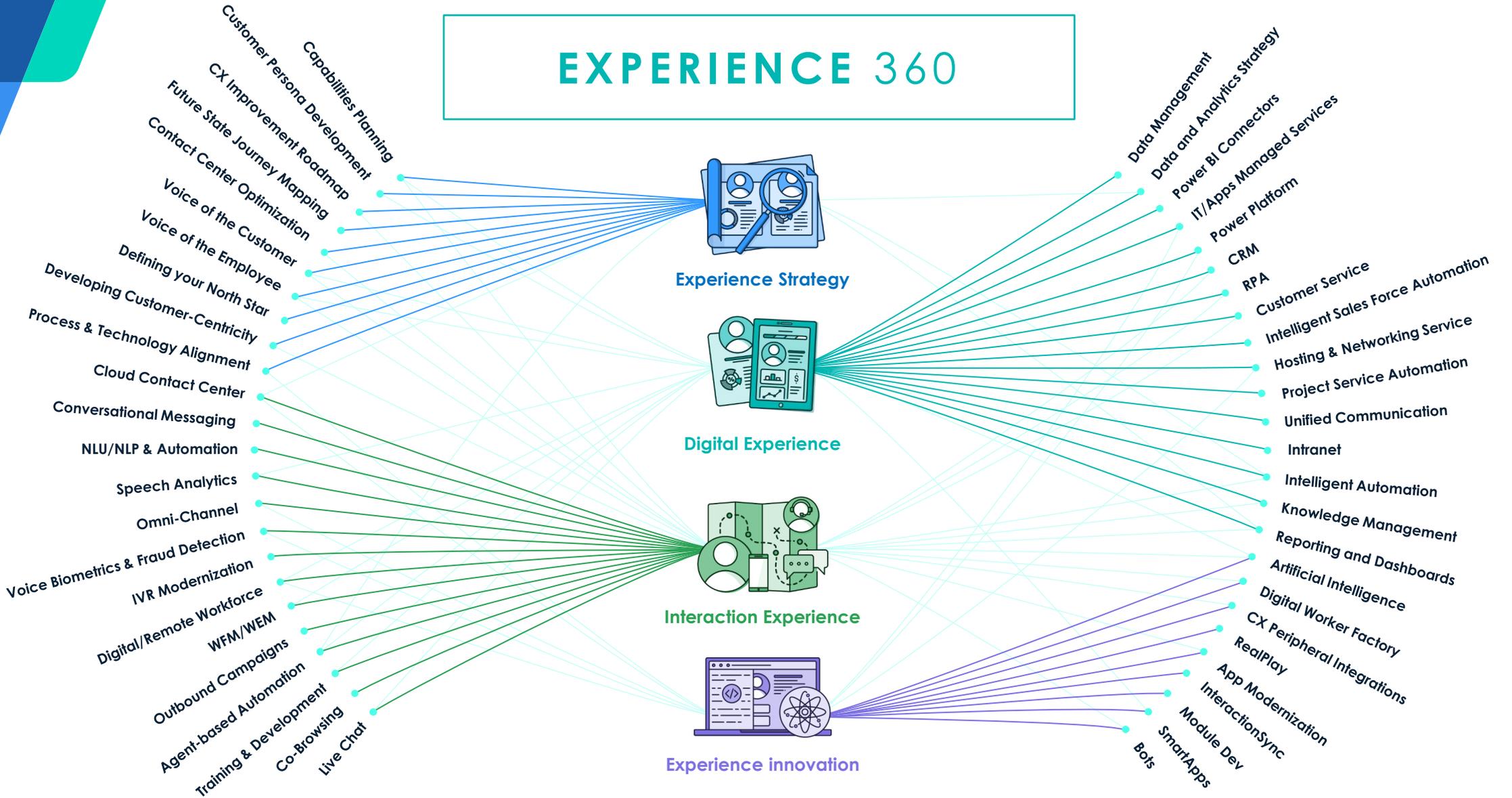
CX Design

CX Orchestration

Experience Strategy

Digital Experience

Interaction Experience

Experience Innovation

TTEC Digital | We bring humanity to business.

EXPERIENCE 360

Experience Strategy

Digital Experience

Interaction Experience

Experience innovation

Customer Persona Development
Capabilities Planning
CX Improvement Roadmap
Future State Journey Mapping
Contact Center Optimization
Voice of the Customer
Voice of the Employee
Defining your North Star
Developing Customer-Centricity
Process & Technology Alignment
Cloud Contact Center
Conversational Messaging
NLU/NLP & Automation
Speech Analytics
Omni-Channel
Voice Biometrics & Fraud Detection
IVR Modernization
Digital/Remote Workforce
WFM/WEM
Outbound Campaigns
Agent-based Automation
Training & Development
Co-Browsing
Live Chat

Data Management
Data and Analytics Strategy
Power BI Connectors
IT/Apps Managed Services
Power Platform
CRM
RPA
Customer Service
Intelligent Sales Force Automation
Hosting & Networking Service
Project Service Automation
Unified Communication
Intranet
Intelligent Automation
Knowledge Management
Reporting and Dashboards
Artificial Intelligence
Digital Worker Factory
CX Peripheral Integrations
RealPlay
App Modernization
InteractionSync
Module Dev
SmartApps
Bots

People to deliver the Experience

Best-Practice Methodology

Tailored Implementation Plan

Dedicated Project Success Team
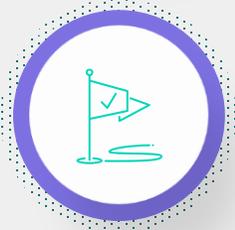
Clearly Defined Milestones, Timeline and Outcomes

Partnered With Innovation and Commitment to CX
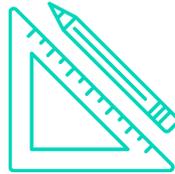
Experience Design

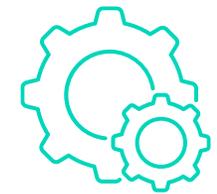Innovative Use of Vendor Solutions

Cross-Platform Integrations

Extensive Portfolio of Intellectual Property

Cloud Acceleration & Management

Issue Resolution and Support

An Innovative Mindset, and the Commitment to Stay the Course

One Microsoft

Sales | Marketing | Field Service | Commerce | Human Resources | Customer Service

Industry Cloud Solutions

Microsoft 365 | Microsoft Dynamics 365

Microsoft Power Platform

Microsoft Azure

Identity, security, management, and compliance

CX Process Mapping Roadmap

1: Data Request & Analysis

3: Current State Process Mapping

5: Technology Scoping

7: Executive Summary

2: Customer & Agent Interviews

4: Design Thinking

6: Future State Process Mapping

TTEC Digital Sales360 - Overview

Whether you are selling products, services, or responding to RFPs, you need a tool that works the way you do. TTEC Digitals Experience 360 helps you access the right influencers and decision makers and gives leadership the insights they need to help drive those deals to close. We bring personalized engagement through AI, better connections with buyers and actionable sales analytics to your fingertips to help turn relationships into revenue.

TTEC Digital Sales360 – Key Features

- Guided sales execution that adapts to your processes

- Insights on contacts, customers and opportunities based on seller interactions

- Visibility into which buyers are actively engaged

- Product upsell suggestions

- Global view of sales performance down to the seller

- Integration with LinkedIn Sales Navigator

- Specific industry solutions such as Sales for Government Contractors

TTEC Digital Sales360 – Key Benefits

- Build more personalized relationships with your customers

- Simplify your sales execution and ensure all RFP deadlines are met

- Enable smarter selling through actionable insights with embedded artificial intelligence

- Improve sales performance by using dashboards that include both historical and predictive data

- Use tools that evolve with the growth of your organization
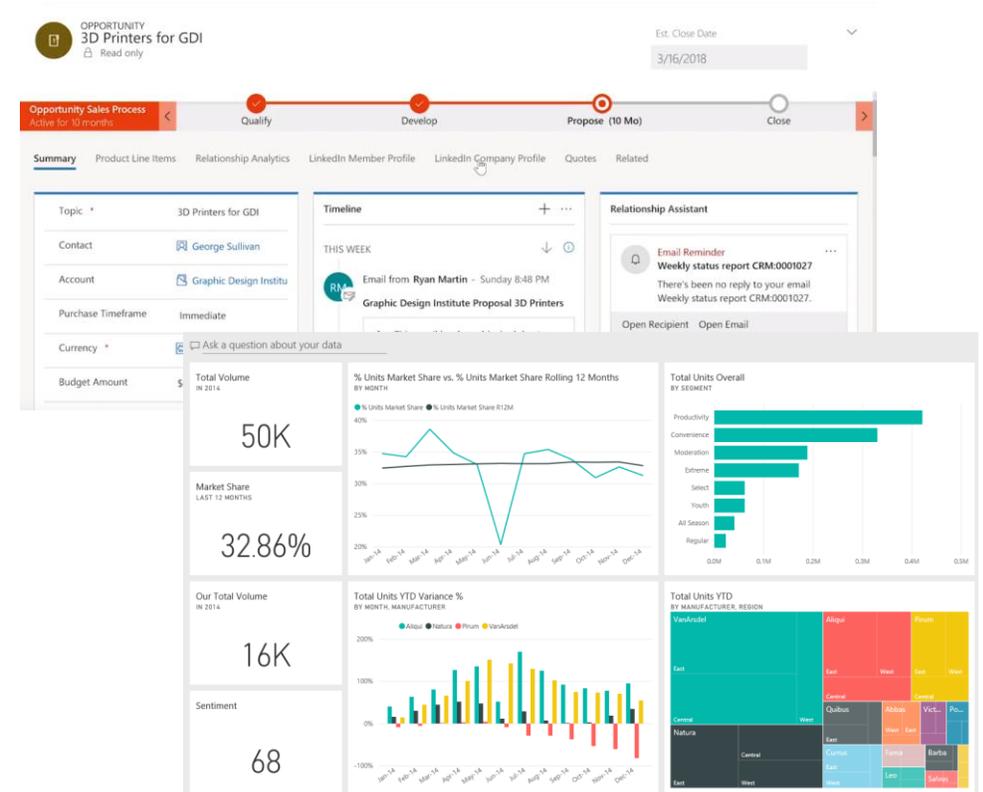
TTEC Digital Sales360 – Industry Example

All features in Sales360, plus

- Capture of team mobility

- Proposal collaboration

- Bid spending and risk analysis

- Pre and post award resource management