



tttec[®]
DIGITAL



Artificial Intelligence

Our AI solutions power cognitive insights and deploy cognitive engagement to create customer-worthy experiences.





How TTEC Digital Delivers AI-enabled CX Transformation



Large Language Models (LLMs)



Generative Interfaces



Algorithm Tuning & Development



Speech to Text Models



NLP/NLU



Search Services



Data Augmentation



Turning Advanced AI Capabilities into Powerful Outcomes



Innovation



Speed



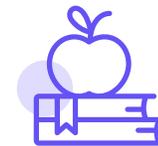
Personalization



Consistency



Connectivity



Learning



Real-World Opportunities to Enhance CX with AI

Generative Knowledge Management

Virtual Agent

Intelligent Routing

Conversation Transcript

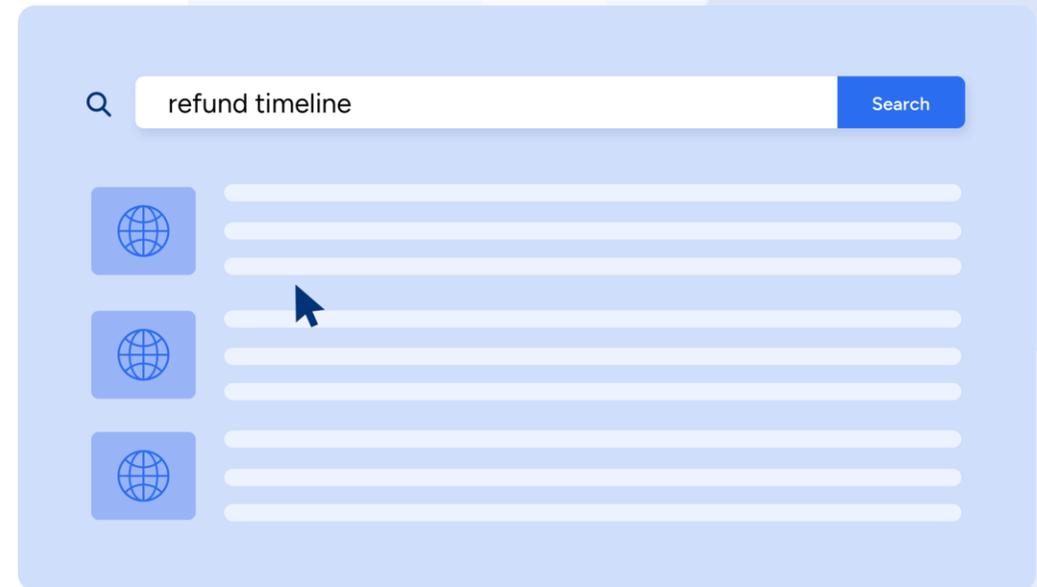
Recommendation Agent

Conversation Summarization

AI Reporting and Analytics

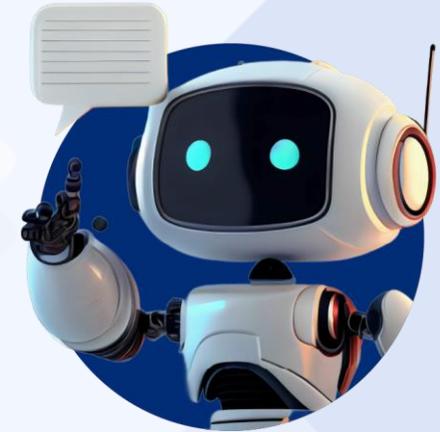
Generative Knowledge Management

Empower agents to intuitively search the knowledge base by asking natural language questions and receiving synthesized answers built from key data.



Virtual Agents

Deliver a variety of convenient self-service customer capabilities, including routing customers to agents, through a conversational chat or voice interface.



Intelligent Routing

Stand-up voice and chat routing processes designed to predict likely customer topics and intended actions, and then route the customer to the right agent for that situation.



Conversation Transcription

Leverage AI-trained speech recognition and speech-to-text capabilities to instantly optimize conversation transcription across channels.

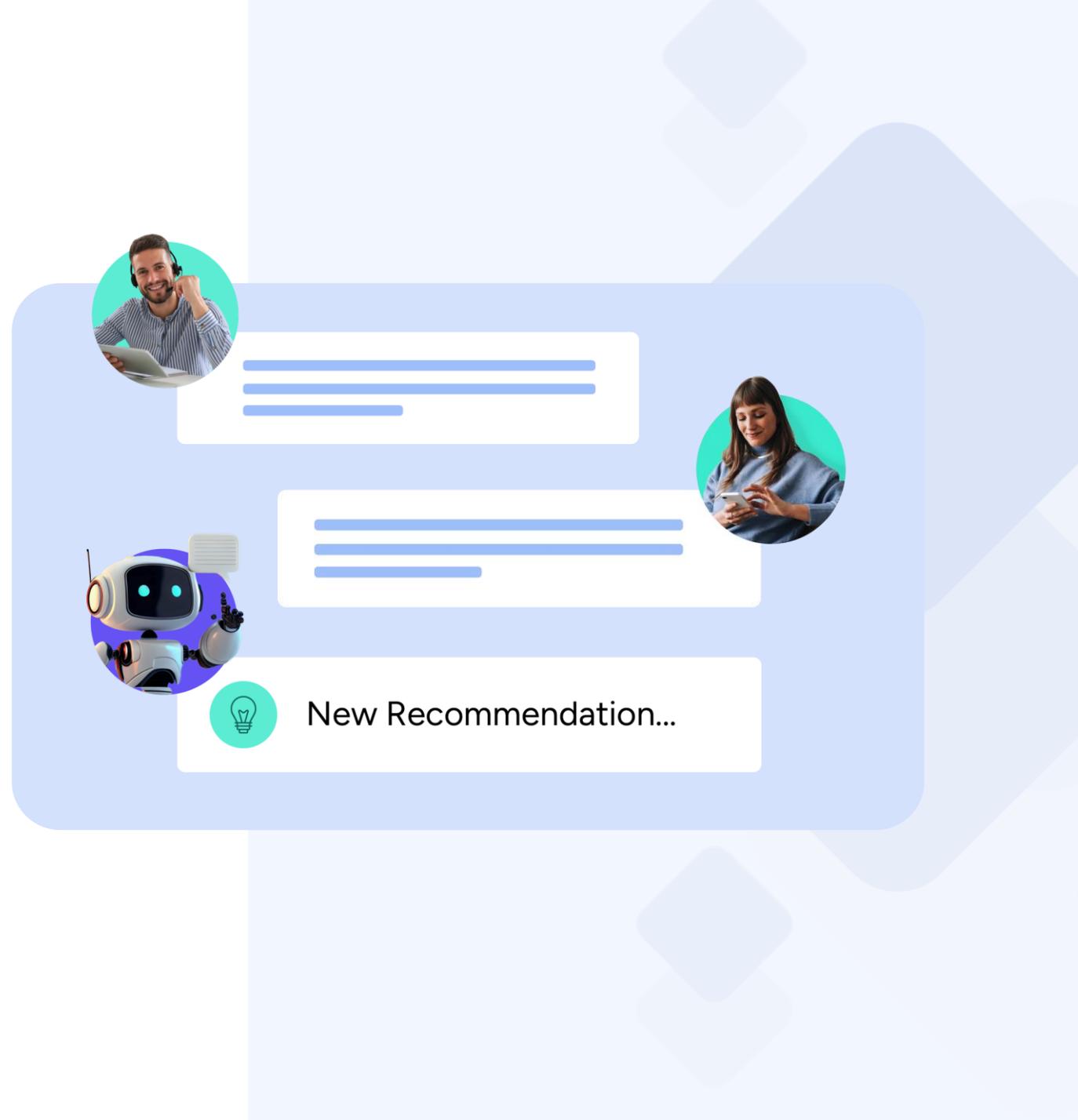


Agent: We are incredibly **grateful** for your kind words. Thank you for choosing our company, and please don't **hesitate** to reach out if you ever need any further assistance.



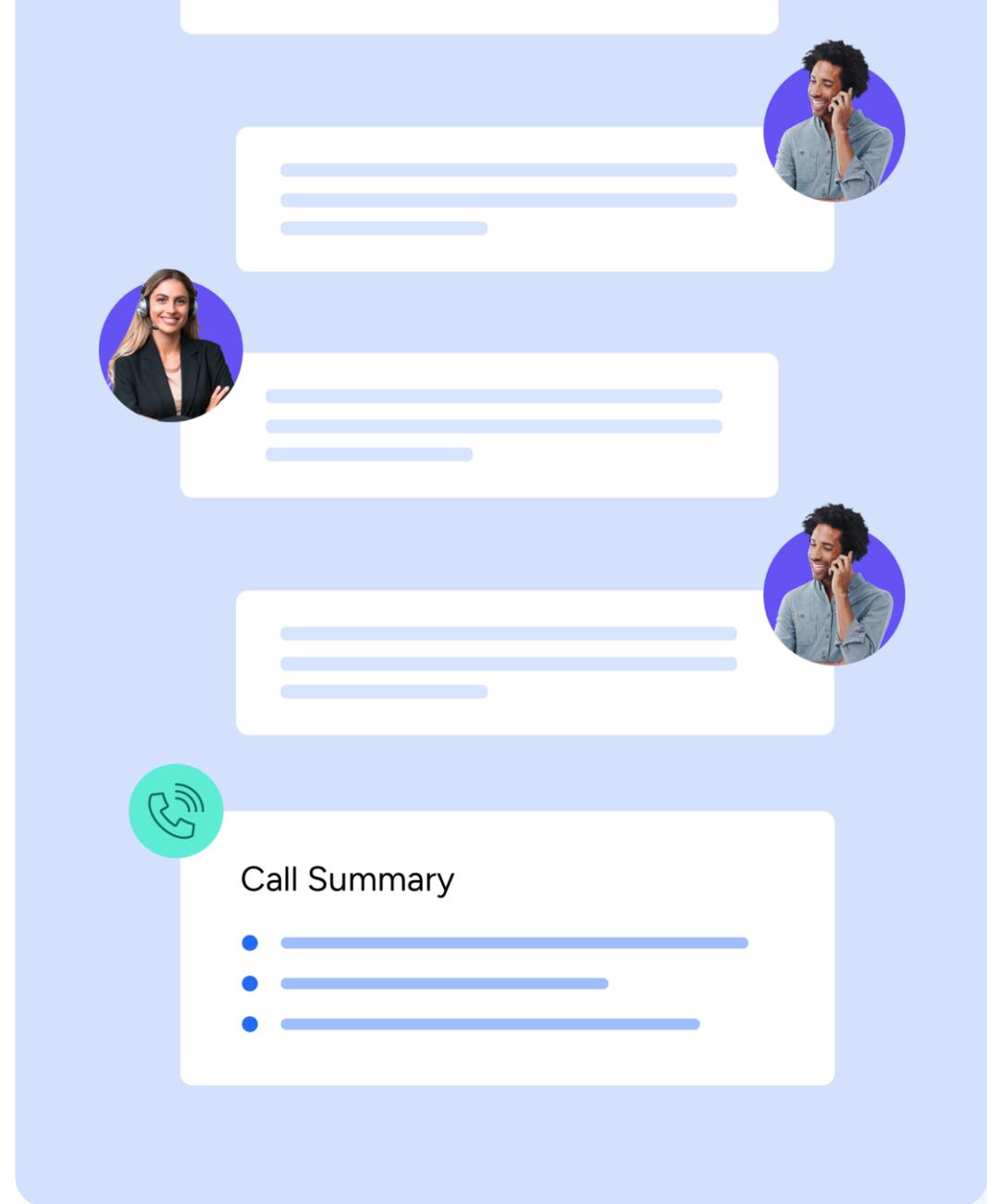
Recommendation Engine

Deploy machine learning models to improve the customer experience by assisting agents with real-time predictive recommendations.



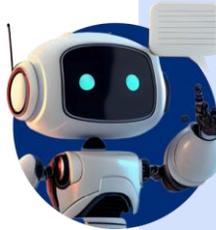
Conversation Summarization

Generate accurate, automated conversation summarizations that eliminate the need for time-consuming post-call agent workflows.



AI Reporting and Analytics

Extract insights from contact center interactions to generate powerful dashboards and prescriptive guidance, without the need for data engineering.

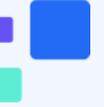


Show me all calls over two minutes long



 Reporting and Analytics





Our deep expertise across the world's top tech platforms offers unmatched flexibility and innovation



Genesys
Platinum Partner

13x Genesys Partner
of the Year

400+ Genesys
certifications earned

25 years as a
Genesys partner

Digital Contact Center
Platform **launch partner**

Inner Circle award winner
for AI and Business
Applications

40 years as a
Microsoft partner

5x Cisco Partner
of the Year

First partner to take Cisco
Contact Center to the
cloud

95% customer
renewal rate

First signed Amazon Connect
partner

2022 AWS Contact
Center Partner of the Year (NZ,
AUS)

Multiple AWS Competencies
awarded

CCAI Platform
launch partner

50+ professionals dedicated
to growing our Google
practice

250+ professionals trained in
AI & Generative AI
technologies

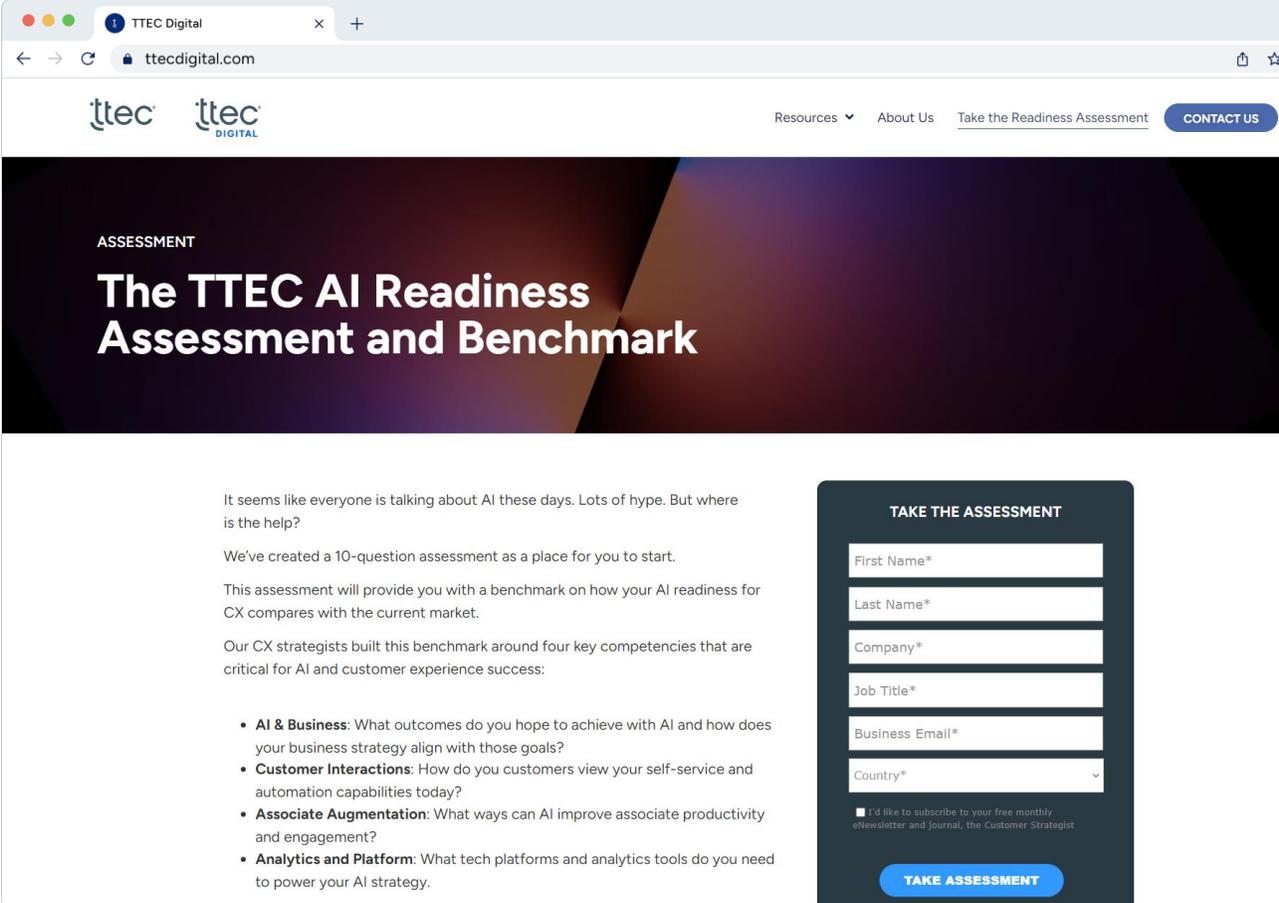
NEXT STEPS, LET'S GET STARTED

10-point AI Readiness Assessment

It seems like everyone is talking about AI these days. Lots of hype. But where is the help?

We've created a 10-question assessment as a place for you to start.

This assessment will provide you with a benchmark on how your AI readiness for CX compares with the current market.



The screenshot shows a web browser window with the URL ttecdigital.com. The page features the TTEC Digital logo in the top left and navigation links for Resources, About Us, and Take the Readiness Assessment, along with a CONTACT US button. The main heading is "ASSESSMENT The TTEC AI Readiness Assessment and Benchmark". The content includes an introductory paragraph, a sub-heading "ASSESSMENT", and a list of four key competencies: AI & Business, Customer Interactions, Associate Augmentation, and Analytics and Platform. On the right side, there is a "TAKE THE ASSESSMENT" form with fields for First Name, Last Name, Company, Job Title, Business Email, and Country, and a "TAKE ASSESSMENT" button.

ASSESSMENT

The TTEC AI Readiness Assessment and Benchmark

It seems like everyone is talking about AI these days. Lots of hype. But where is the help?

We've created a 10-question assessment as a place for you to start.

This assessment will provide you with a benchmark on how your AI readiness for CX compares with the current market.

Our CX strategists built this benchmark around four key competencies that are critical for AI and customer experience success:

- **AI & Business:** What outcomes do you hope to achieve with AI and how does your business strategy align with those goals?
- **Customer Interactions:** How do you customers view your self-service and automation capabilities today?
- **Associate Augmentation:** What ways can AI improve associate productivity and engagement?
- **Analytics and Platform:** What tech platforms and analytics tools do you need to power your AI strategy.

TAKE THE ASSESSMENT

First Name*

Last Name*

Company*

Job Title*

Business Email*

Country*

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TAKE ASSESSMENT