



Customer Technology Services



With TeleTech's customer experience technology solutions, companies can migrate to or keep existing Cisco® and Avaya® systems and integrate new technologies to create faster, smarter and more agile customer interactions, achieving nothing less than a complete customer experience transformation.

TeleTech Customer Technology Services

Welcome to the "uber-connected" economy. Customers now interact across multiple channels, multiple screens and multiple interfaces, all at the same time. They expect their experiences to be as seamless and fluid as the beautifully designed devices they use to communicate.

But behind the scenes, things are not always so elegant: legacy systems, silos and data structures cause frustration for customers, and for the associates trying to assist them. Reluctant to discard years of technology investments to gain a comprehensive, multidimensional customer view, organizations are looking for ways to leverage existing infrastructure to deliver exceptional customer experiences at a lower cost.

At last, now they can.

Frictionless Access to an Omnichannel Experience

Long gone are the days when a contact center simply meant operators are standing by. Charting a technology roadmap for customer experience excellence, TeleTech offers a suite of technology services and solutions that take friction out of the experience for both customer and associate, and cost out of the equation for the company. Our solutions reduce operating costs while tying multiple channels together (voice, chat, text, email, social media) to form the holistic experience that your customers expect. Whether choosing cloud, on-premise, hybrid platforms, Cisco®, Avaya®, Microsoft and/or incorporating Salesforce.com®, we deploy the best in technology, design and integration to make it easier for every interaction to get straight to meaningful.

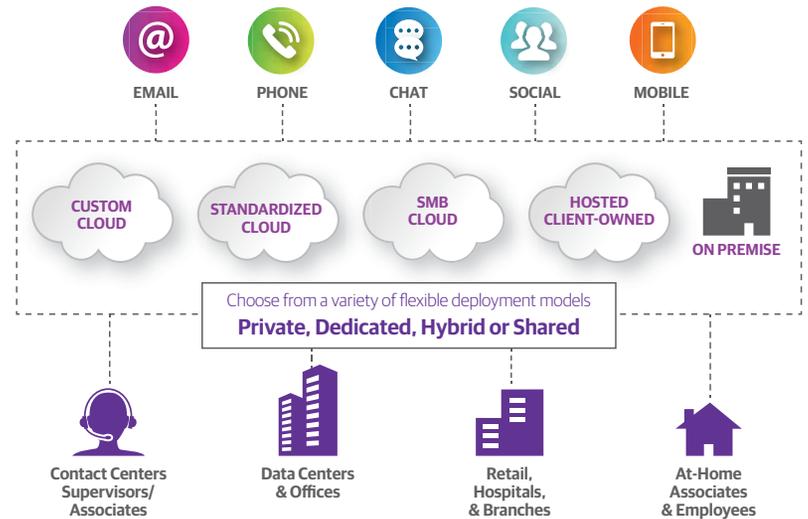
TeleTech helps clients design, build and manage the technology needed to deliver frictionless experiences across every channel.



Our Approach

A Made-to-Order Customer Technology Solution

TeleTech designs and delivers cloud, premise and hybrid communications solutions and modernizes legacy environments to chart personalized customer experience technology strategies. Drawing on relationships with industry leaders like Cisco, Avaya and Microsoft, we blend services with industry-leading hardware and software applications to deliver best-in-class solutions.



Different deployment models handle the various demands of diverse clients.

Our Solutions Include:

Multichannel Communications

- Fully integrated omnichannel interaction with an all-inclusive view of each customer's interaction history
- Flexible deployment models: deploy a cloud-based or premise-based solution, or work with our professional services team to design a hybrid solution that integrates with your legacy system
- Technology architecture design and systems integration can update an existing infrastructure or design an entirely new one

CRM, Social and Knowledge

- Intensive data asset evaluation shows how your organization stacks up, and provides a roadmap to better data and technology management
- State-of-the-art CRM configuration and implementation closes the gaps in sales, marketing and customer data, creating a circle of knowledge around the customer life cycle
- Social knowledge technology transforms information from a static commodity into a living resource. Companies can crowdsource best practices and drive the right intelligence into each customer contact, improving customer satisfaction and first-time issue resolution
- Web self-service technologies empower customers, increase online revenue and deflect inquiries into cost-effective channels while still delivering a superior experience

Managed Services

Customer experience professionals provide 24x7 proactive, real-time intelligent monitoring, comprehensive support, and managed services for your data network, voice platform, CRM, contact center, and other service collaboration technologies. Through managing and optimizing millions of service interactions, we have proven best practices to effectively handle systems, enabling you to focus on core business objectives.

Our Goal:

Outcome-Focused Solutions

Exceptional customer experiences create sustainable economic value. TeleTech is your partner in navigating the journey to customer experience transformation through:

- Scalable, intelligent solutions elevating the customer experience and reducing dependence on IT
- Routing intelligence for improved sales conversion
- Channel optimization by customer channel and relationship event
- Operational analytics optimize execution
- Self-service effectiveness across communications channels
- Branded customer experience across communications channels
- Next-generation customer experience measurement

Learn more at telettech.com.

ABOUT TELETECH

TeleTech, founded in 1982, is a leading global provider of analytics-driven, technology-enabled services that puts customer engagement at the core of business success. TeleTech offers an integrated platform that combines analytics, strategy, process, systems integration, technology and operations to simplify the delivery of the customer experience for Global 1000 clients and their customers. This holistic multichannel approach improves customer satisfaction, increases customer loyalty and drives long-term profitability and growth. From strategic consulting to operational execution, TeleTech's over 40,000 employees speaking over 50 languages deliver results for clients in the automotive, communications and media, financial services, government, healthcare, technology, transportation and retail industries.

LET'S GET STARTED

Engaging and delighting customers is the key to differentiating your company and driving growth. TeleTech is the go-to partner for Global 1000 leaders because we understand how to create an exceptional customer experience. Let us help you grow revenue, reduce costs, and create lifelong customers.

For more information, please contact us at 303.397.8100 or visit teletech.com.

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