

Contact Center of the Future

Innovation in the contact center starts with innovations in team and culture

It can be easy to claim that the customer always comes first, but until the customer feels it in every interaction they have with a company, it will never ring true. The true success of the contact center of the future will be measured by a company's ability to positively transform the customer experience.

At TeleTech, we build intuitive systems that encourage and enhance communications. We have the right combination of people to lead the transformation, customized processes and programs to deliver the right employees, and the technologies necessary to drive customer experience improvements.

By positively transforming the customer experience, we help companies differentiate themselves in a highly competitive marketplace. Through customer experiences that deliver fast, reliable, and accurate customer information across channels, we drive brand loyalty and reduce operational costs, while providing the flexibility and scalability necessary to maintain the advantage into the future.

TeleTech enables outstanding customer experiences through:

- An effective, knowledgeable team, with people to lead and manage
- A physically, emotionally, and positively cool place to call work
- Core contact center services through a managed services portfolio
- Technology to drive automation and new services
- Continuous improvement through analytics

Strategic capabilities and services

The companies that have the right mix of people, process, and technology in place are able to build customer trust, drive loyalty, capture more share of wallet, and grow a customer's lifetime value. TeleTech's contact center of the future solution captures these elements and provides:

The Right Talent: Our integrated technology-based recruiting, analytic prediction, and assessment platforms work together to drive faster speed to performance. Our talent acquisition group looks at customer sourcing plans, behavioral interviews, psychometric testing, and leverages predictive analytics across the enterprise.

A Cool Place to Work: When a company is able to create a fun place to work that connects a company's culture to its brand, it enhances the employee's experience which, in turn, amplifies and enhances the customer's experience.

The contact center is now a centralized tool that is integrated throughout the lifecycle of the customer.

Customers expect a brand to provide a personalized experience by mapping out their journey to understand and eliminate any pain points they might encounter.

A Culture of Excellence: The right tools will develop a company's talent and improve the customer experience. By assessing the needs of each company and designing custom live, blended and online continuation learning programs, we can help build a culture of support that's always prepared to help.

Omnichannel Technology: An omnichannel platform makes it easier for customers, companies, and their employees to communicate with each other. It connects customers to the right answer or resource through intelligent routing, sophisticated answer engines, and personalized web and mobile interfaces.

Analytics: An analytical solution helps identify and break down barriers, while closing the gaps that prevent the free flow of information between a company and its customers. It's about building up a culture that focuses on the customer while encouraging the kind of seamless human interactions that drive results.

Why TeleTech?

We help leading brands deliver excellence at every moment of truth in the customer journey and we've done it across industries and geographies for over 30 years. Our depth and breadth of experience has brought us a deep understanding of the customer experience and how to make it better. We bring that experience to bear for our clients through over 3.5 million transactions daily.