



# Customer Journey Outcomes Solution



## WHAT WE HAVE:

**CUSTOMER JOURNEY MAPPING** and customer segmentation to better understand your customers throughout their experiences with your company.

**HOLISTIC**, next-generation full-circle customer experience for the digital age.

**SEAMLESS COORDINATION** of integrated mobile, voice, email, web chat, text, social, video, fax and storefront, with persistent customer context across channels and agents.

**PERSONALIZED** and relevant interactions.

**DATA AND ANALYTICS** for increased business intelligence.

## WHY YOU WANT IT:

**KNOW** your customers and how they want to interact with you to design your digital strategy around them, getting the ROI and outcomes you want from your technology investment.

**UNDERSTAND** your customers' needs, values and behaviors to remove friction from the cross-channel customer journey.

**IMPROVE** your operational efficiency with a single view of the customer journey across channels.

**ENHANCE** organizational insights to provide a next-generation customer experience and improved first contact resolution.

**INCREASE** your agent satisfaction and efficiency by empowering staff with a full history of customer interactions, eliminating the need to rehash past communications and improving first call resolution.

**CONSISTENT** inbound/outbound interactions for a uniform, whole-company customer journey strategy.

**A FULL CUSTOMER JOURNEY VIEW** on a single desktop, with simplified capture and management of interaction details in real time.

**REAL-TIME CONVERSATIONS** with mobile collaboration and video.

**SMOOTH ESCALATION** of interactions between channels.

**BOOST** representative productivity and skill development while flattening interaction spikes through the use of blended agents.

**ENABLE** delivery of real-time assistance with mobile collaboration and video.

**ENRICH** your bottom line using cost-effective digital channels as well as context sharing to capture sales at the point of customer interaction.

**CREATE** happy, loyal customers with relevant and personalized interactions enabled with data and analytics.

**GAIN** greater wallet share from enthusiastic customers turned brand evangelists.

## No journey is complete without a history of where you traveled – after all, how can you get where you want to be if you don't know where you've been?

The Customer Journey Outcomes Solution gives you the ability to see where your customers are, where they've been, and most importantly, where they're going.

To begin your Customer Journey, contact us at [solutions@teletech.com](mailto:solutions@teletech.com) or visit [teletech.com](http://teletech.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](http://teletech.com).**

## CORPORATE HEADQUARTERS

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