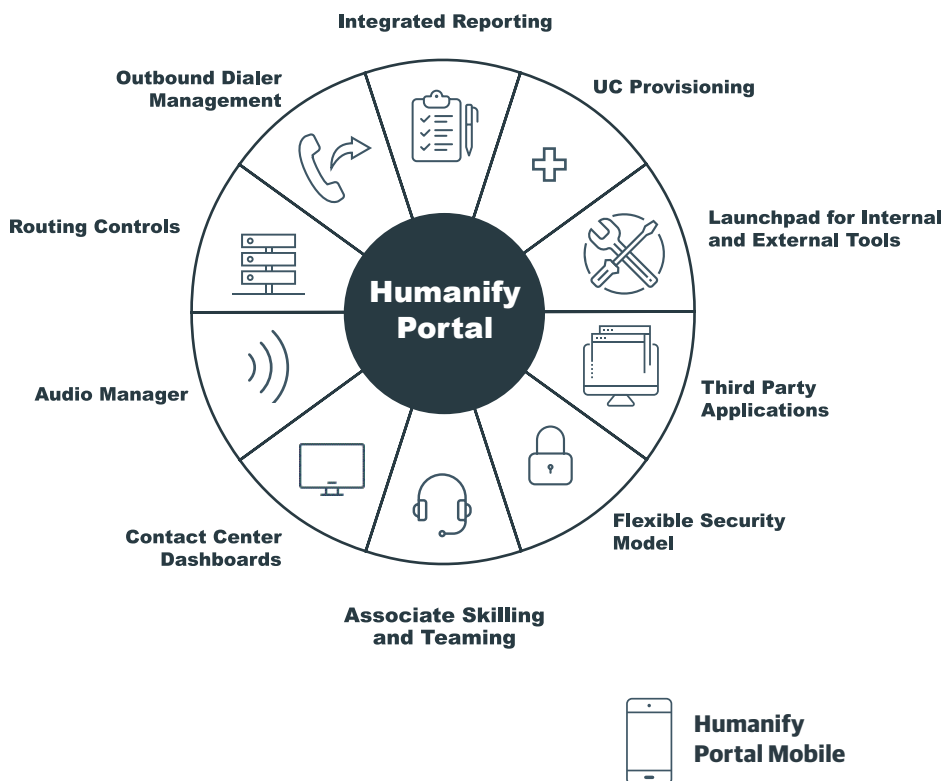## Humanify™ Technology Platforms – Omnichannel

Humanify Portal

The center of your contact center management

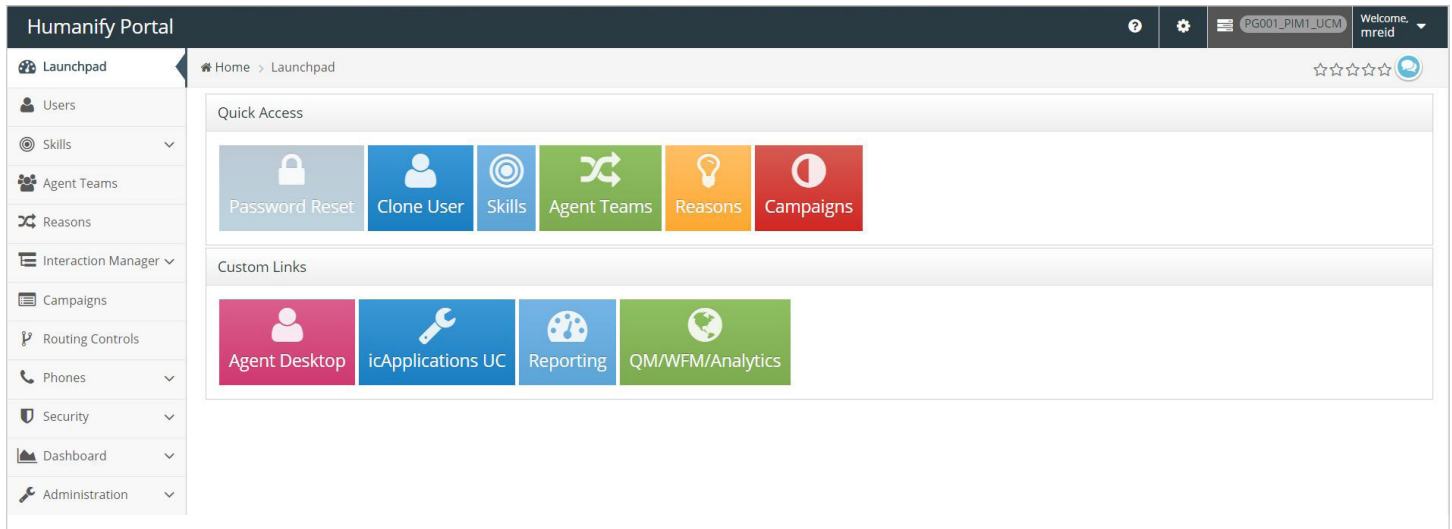### Optimize your ability to transform the customer experience outcome

Humanify Portal provides easy access to your contact center administrative and management tools from a single interface. It is an exclusive application to TTEC's Humanify Enterprise product that increases the flexibility of the Cisco platform for cloud and premises deployments. This customizable, user-friendly interface allows for the administration of contact center interactions, employees and productivity at your fingertips, enabling real-time control over customer experience outcomes. You can also increase the agility of managing your contact center operations with Humanify Portal Mobile, a 100% web-based application for on-the-move access.

Humanify Portal's customizable, user-friendly interface allows for the easy administration of contact center interactions, employees and productivity.

Integrated Reporting
Outbound Dialer Management
UC Provisioning
Routing Controls
Launchpad for Internal and External Tools
Audio Manager
Third Party Applications
Contact Center Dashboards
Flexible Security Model
Associate Skilling and Teaming

Humanify Portal

Humanify Portal Mobile

Benefits at a Glance

- Increases the flexibility of the Cisco® platform

- Enables quick and straightforward access to tools from a single interface

- Makes it easy to manage contact center interactions, employees, and productivity without being a UCCE-certified engineer

- Allows real-time adjustments for proactive operational efficiency

- Controls access right assignments for additional security

- Provides a dynamic set of customizable links for easy access to TTEC applications, third-party applications and other internal and external tools

- Minimizes launch and ramp-up times with web-based and access-driven interfaces

Humanify Portal

PG001_PIM1_UCM   Welcome, mreid

Launchpad

⌂ Home › Launchpad

Users

Skills

Agent Teams

Reasons

Interaction Manager ⌄

Campaigns

Routing Controls

Phones

Security

Dashboard

Administration

Quick Access

| Password Reset | Clone User | Skills | Agent Teams | Reasons | Campaigns |

Custom Links

| Agent Desktop | icApplications UC | Reporting | QM/WFM/Analytics |

Contact center system management at your fingertips

The portal launchpad provides a platform for a dynamic set of management and custom links for quick access to TTEC developed applications, third-party applications and the internal/external tools most commonly used by supervisors and associates.

Users
Allows supervisors without advanced IT expertise to perform user management tasks in the system

Skills
Allows changes to associate responsibilities in real-time for precision queuing

Scheduled Skilling
Allows scheduling of recurring skill group changes

Associate Teams
Enables creation and updates of associate teams quickly and easily

Reasons
Offers efficient reason code administration

Interaction Manager
Drag and drop call flow manager

Audio Manager
Enables a quick way to upload and activate new audio files to change existing IVR or queue prompts

Campaigns
Provides quick access to outbound dialer management

Routing controls
Enables real-time routing controls and adjustments

Phones
Create, update, delete and manage associate and UC phones

Security
Allows supervisors to view and assign access rights, collections and roles to associates for better control

Dashboard
Interactive dashboard that allows supervisors a quick, easy view into their contact centers

Administration
Permits easy handling of settings and bulk user creation

About us

TTEC (NASDAQ: TTEC) a leading global technology and services provider focused exclusively on the design, implementation and delivery of transformative customer experience for many of the world's most iconic and disruptive brands. The Company delivers outcome-based customer engagement solutions through TTEC Digital, its digital consultancy that designs and builds human centric, tech-enabled, insight-driven customer experience solutions for clients and TTEC Engage, its delivery center of excellence, that operates customer acquisition, care, growth and digital trust and safety services. Founded in 1982, the Company's 56,000 employees operate on six continents across the globe and live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TTEC is bringing humanity to the customer experience, visit www.ttec.com.

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