

Humanify™ Technology Platforms

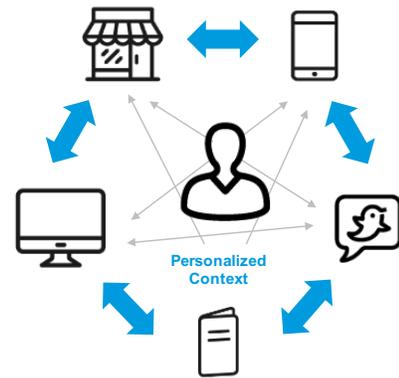
To your customers, omnichannel experiences are engagement nirvana. Customers expect it, but companies struggle to deliver on the promise. TeleTech has created Humanify Technology Platforms (HTP) to deliver seamless omnichannel technology integrating voice, chat, email, SMS, co-browse, social and video to name a few. This robust set of omnichannel capabilities combine fluid data and insights with seamless touchpoint/channel interoperability to provide frictionless performance and continuity.

Context is the key to humanizing social interactions

Digital transformation is no longer about adding channels, its about optimizing, combining, and crossing over touchpoints and channels

Omnichannel

- + Fluid data & insights
- + Frictionless performance & continuity
- + Seamless touchpoint & channel interoperability



Food for Thought In today's market digital isn't a luxury, it's a necessity.

49% of contact centers have not fully integrated new digital channels

Gartner

208% increase in customer spending for customers who interact via multiple channels

Forrester

Agents of Change The immediate and direct effects of our HTP solutions.

Before	After with HTP
Disjointed customer experience	Seamless customer experience across channels
Challenging associate experience	Context-enabled and empowered associate experience
Disparate voice platform and various systems for voice, chat, social, video	Single integrated platform that is flexible and agile
Slow and inflexible	Quick to deploy and future ready

Numbers Don't Lie

How we fare when implementing new platforms.

Data analytics services	Increased FCR by 34%; decreased AHT by 18%
Healthcare	30% decrease in wait time with SFDC omnichannel routing
Automated Software	Reduced costs 64%, increased service levels 49%; SFDC integration, analog to IP, proactive outbound dialing
Online	Handled 10% more calls with same resource levels; SFDC integration
Systems Software	Decreased AHT by 7.8%; decreased avg hold time by 40%; increased average time to abandon by 64%; Zendesk integration with omnichannel

One Healthy Benefits Package

How HTP influences your relationships outside and inside.



Benefits to your customers

Seamless omnichannel experience - Enabling customers a fluid experience within and across channels including voice, chat, email, SMS, co-browse, social and video.

Continuity - A customer can start an interaction in one channel and move seamlessly to another without having to repeat information.

Simple - Improves the customer experience and drives increased customer loyalty



Benefits for your associates

One view of the customer journey - HTP provides complete view of customer contacts to associates across all the integrated channels enabling empowered associates and tailored interaction routing.

No switching from screen to screen - HTP has "prebuilt" integrations to multiple CRM systems to enable associates to work entirely within a CRM desktop



Benefits to your business

More choices - Incremental channels and other capabilities can be enabled rapidly and economically as your business needs change or evolve.

As a service convenience - HTP are provided as a service so TeleTech can provide the administration, break/fix and optimization to drive maximum performance and efficiency.

Flexible - Our open platform options either integrate with legacy systems or provide a native omnichannel choice.

Delivering Outcomes - Improved cost to acquire, improved cost to serve, increased affinity, increased financial performance

Capability Drilldown

The full spectrum of skills and capabilities we offer.



Channels

Self-service IVR
Voice
Email
Chat (reactive/proactive)
SMS
Cobrowse
Social



Routing

Skills based
Capacity based
Proficiency
Customer attributes / channel priority
Transfer within and across channels
Callback service



Insights

Real-time dashboards
Historical reports
Charts and graphs
Customizable report creation
Voice of the customer surveys



Outbound

Manual outbound
Progressive dialing
Predictive dialing
Preview dialing
Campaign management



Quality Management

Audio recording
Screen recording
Custom score cards
Monitoring, barge-in
Post contact surveys
Real-time statistics/dashboards
NICE integration / add-on*



Integration

WFM (Top 3 WFM providers)*
CRM associate desktops
Mobile/web
Hybrid services
Open APIs and customization
Intelligent Virtual Assistance



Compliance

Statement on Standards for
Attestation Engagements
No. 16 (SSAE 18) *
Sarbanes Oxley Act (SOX)*
Payment Card Industry Data
Security Standard (PCI DSS)*
Health Insurance Portability and
Accountability Act (HIPAA)*

* HTP is designed to be compliant with this security control framework

Covering All the Bases

Intuitive features that allow for seamless interactions every step of the way.

+ Integrated associate view of omnichannel journey

+ Self service capabilities with IVR and automation

+ Cognitive and channel optimization frameworks

+ Visibility into mobile location via GPS

+ Ability to send photos

+ Co-browse and video chat

+ Humanify portal for real time
management and administration

Ready to Humanify™ your customer experience?

solutions@teletech.com
1.800.TELETECH
teletech.com