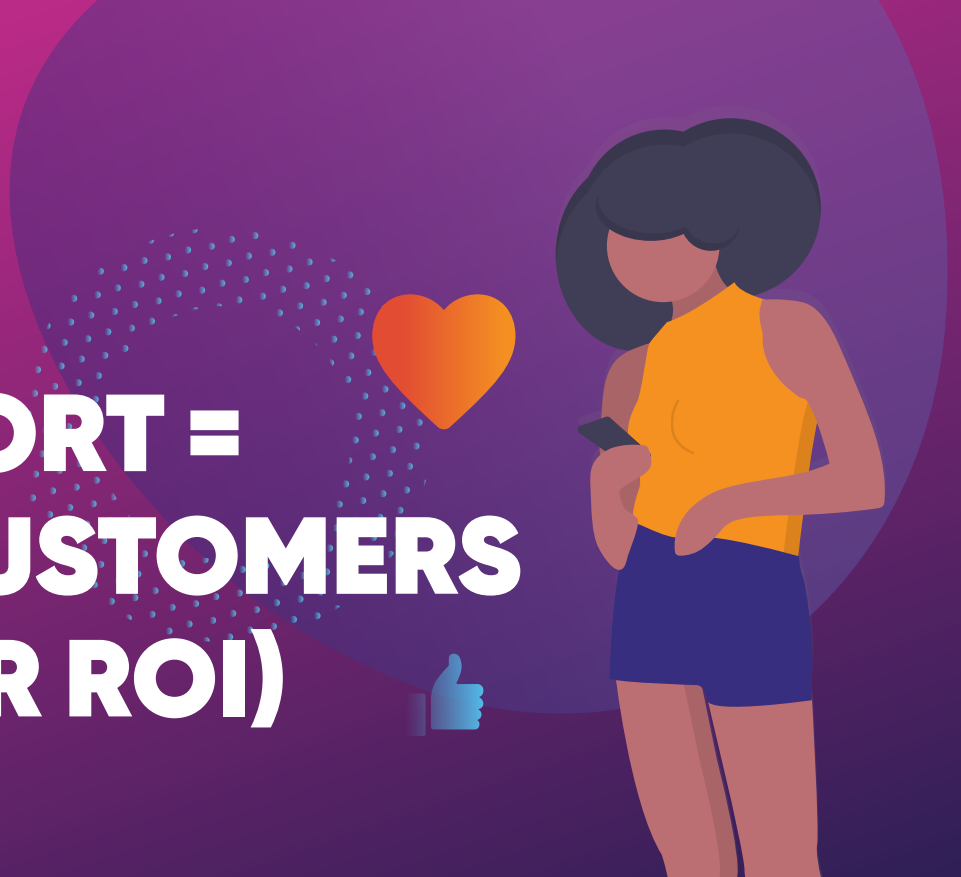




# LESS EFFORT = HAPPY CUSTOMERS (& HIGHER ROI)



Explore the real results from digital-first approach to CX



## SHIFT TO MESSAGING CHANNELS

**25%**  
customer adoption and call deflection

**3.5X**  
as many interactions as voice calls

Results achieved in **2 weeks**

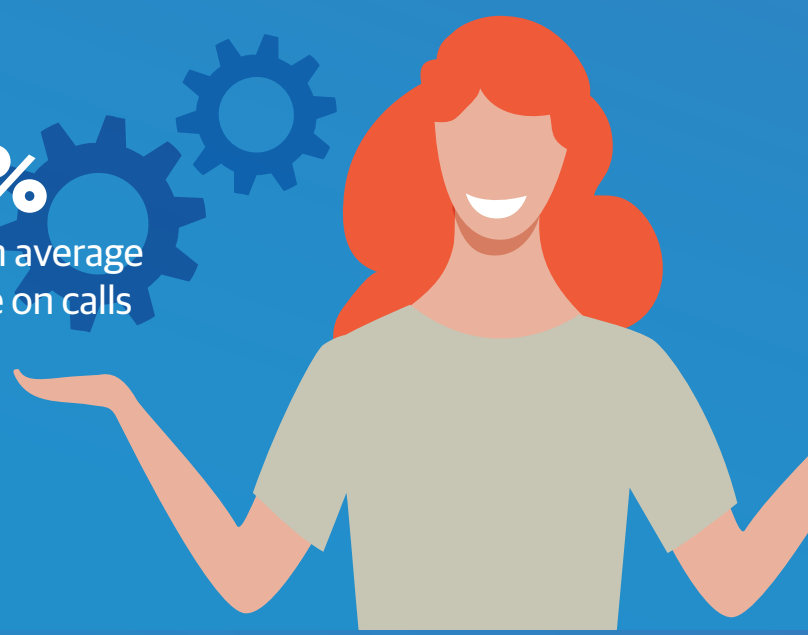


## AUTOMATE BACK-OFFICE PROCESSES

**59%**  
average decrease in time to complete processes

**5.21%**  
reduction in average handle time on calls

Results achieved within **4 weeks**



## INTEGRATE MULTIPLE APPLICATIONS ONTO ONE SALES AGENT SCREEN

**80%**  
time savings

**26%**  
increase in sales

Sales process shortened from **days to weeks**



## EMAIL AUTOMATION FOR CUSTOMER INQUIRIES

**90%**  
increase in profitability

**200%**  
time savings

Source: TTEC



Master the effortless experience.

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