

## Omnichannel Communications

Our omnichannel solutions drive engagement forward, enabling a frictionless customer experience across all customer interaction channels.

### Anytime, Anywhere, and on Any Channel.

TeleTech makes it easier for customers, companies, and employees to communicate with each other. Our omnichannel solutions drive engagement forward, enabling a frictionless customer experience across all customer interaction channels. We help clients by designing and delivering next generation customer technologies and modernizing legacy environments. Chart your customer experience technology roadmap and implement cloud, premise, and hybrid communications systems that provide secure and more agile service interactions. Drawing on relationships with industry leaders like Cisco Systems, Avaya, and Microsoft, we blend services with industry leading hardware and software applications to deliver best-in-class solutions.

### Strategic capabilities and services:

**Integrated multichannel customer interaction:** A frictionless customer experience across all channels, with complete interaction history of the customer journey. Customers can contact you in their channel of choice – voice, chat, email, mobile, SMS, social media, and video.

**Unified Communications (UC):** Extend collaboration applications to anyone, anywhere. Expand user support beyond phone service to integrate video, mobile, web conferencing, instant messaging, and customer service capabilities.

**Contact Center Automation (CC):** A complete 360-degree view of the customer for your associates. A complete view of the business for leadership. A completely wonderful experience for customers.

### Flexible Delivery Models

- **Cloud-Based:** Increase the flexibility of your business, while lowering response times and cost. A SaaS-based solution using the best names in the business, designed to grow with you.
- **Premise-Based:** Keep your systems, data, and management in-house. We design and build a multichannel solution that leverages the best technology and architecture in the business, and hand you the keys.
- **Hybrid:** Build it your way, to fit your system, according to your needs. If your current setup needs an update, we can optimize what you have, and customize a solution around it.

**Cloud Services:** Our fully integrated suite of technologies and global infrastructure is used to support several billion customer interactions annually across the globe.

- **Pay-Per-Use:** A usage-based pricing model
- **Leverage Ongoing Innovation:** All upgrades included in monthly cost
- **Transfer Onerous IT Responsibilities:** Off-load critical but highly time-consuming technology tasks

Our holistic solution provides seamless customer conversations, including assessment and analysis of the customer journey throughout their experience.

- **Flexibility:** Provides options for expanding your workforce on-site or remotely
- **Streamline and Reduce Expenses:** Reduce ramp-up times and software needs while eliminating the need to purchase on-premise hardware and provide ongoing maintenance
- **Focus on customer experience outcomes**
- **Frictionless access across technologies**
- **Proactive outreach to enhance the customer relationship**
- **Constant collaboration activating data**
- **Personalized customer experience tools for user control**

To optimize your ability to transform the customer experience, we provide a valuable application suite of services, operational controls and management tools for the contact center.

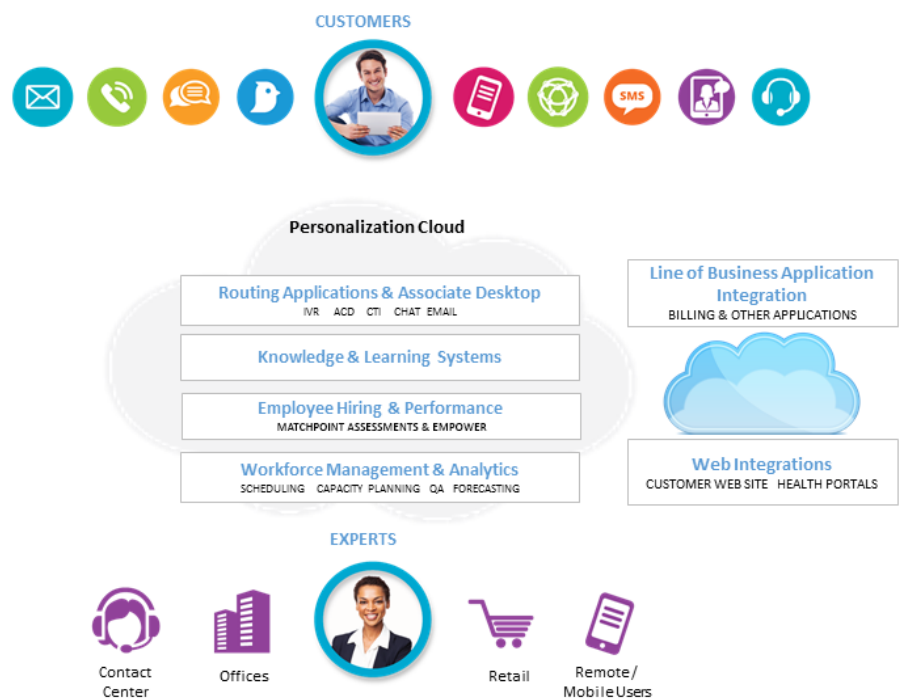
**CRM Integration:** Integrate Salesforce® Service Cloud® with contact center expertise to improve productivity, lower support costs, and increase customer satisfaction.

**Industry Offerings:** Improve the customer experience for companies with significant customer-facing operations, such as retail, financial services, healthcare, and solutions priced for small and medium businesses.

**Professional Services:** Let our team of seasoned, accredited professionals design and implement your mission-critical customer engagement solution.

**Managed Services:** Provide 24x7 proactive real-time intelligent monitoring to ongoing Operate-and-Run services.

We provide a range of flexible deployment models:



Companies choose us for our extensive operating history, established global footprint, and financial strength to invest in ongoing technological innovation.

### Why TeleTech?

We bring over thirty years of technical expertise to help transform customer management environments for a wide variety of multinational clients. Our experience and qualifications benefit clients through managed on-premise, cloud and hybrid multichannel contact center solutions, as well as virtual store and branch integration. The delivery of best-in-class solutions comes from our blend of services, industry-leading hardware, and software. Key differentiators include our extensive operating history, established global footprint, and financial strength to invest in ongoing technological innovation. Our scale enables us to quickly ramp programs and deliver complex technology solutions around the globe in a short period of time; but our focus on relationships ensures that the end result is an environment that makes it easier for people to do more business together. That's why we've been doing this for companies around the world since 1982.

### Contact TeleTech:

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