



Powering Knowledgeable Customer Journeys

TeleTech Technology's integrated and accessible customer relationship management solutions are the foundation of an exceptional customer experience



When contact centers fail associates, they fail customers

Productivity, operational efficiency, and customer satisfaction are all adversely impacted when customer relationship management (CRM) systems aren't properly integrated into a company's contact center. On one side, associates are challenged by disconnected systems, multiple knowledge bases, and a lack of back-office connectivity. On the other side, customers are frustrated by a lack of consistency and personalization.



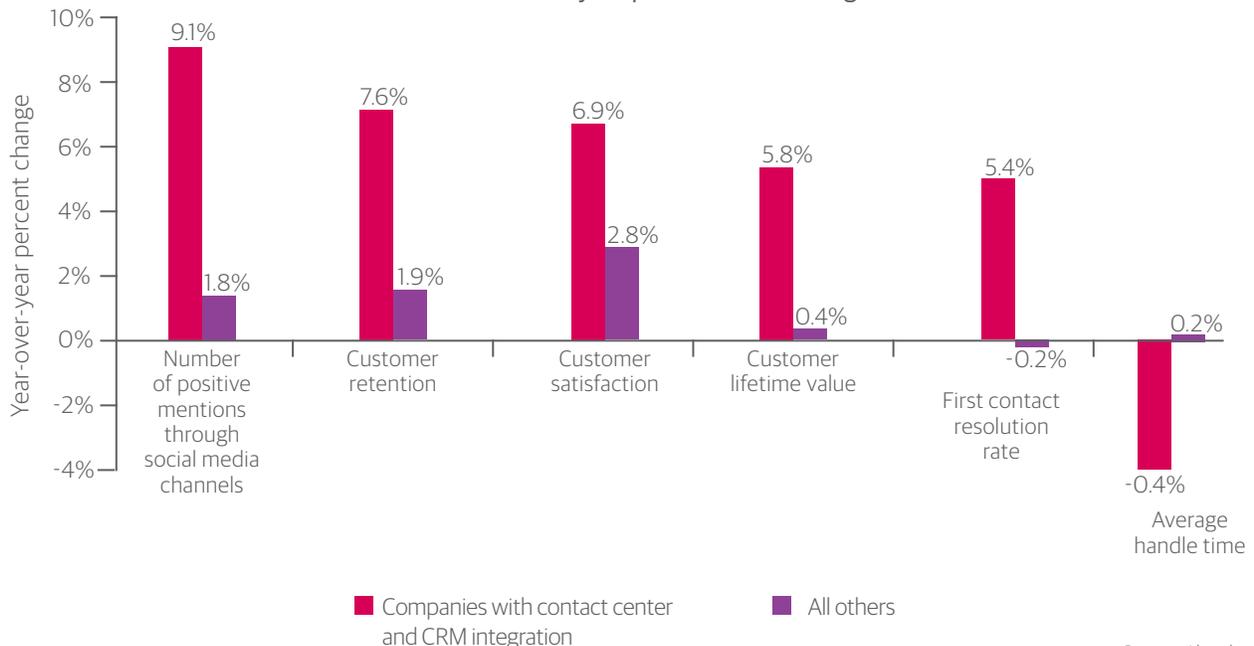
TeleTech Technology's CRM Practice Areas of Expertise:

- Discovery assessment
- Demo and proofs of concepts
- CRM system design and implementation on any platform
- User training
- Certified Salesforce.com® engineers
- Managed Services

Integrated systems for the win

Development of a seamlessly integrated contact center and CRM solution by experts in the field alleviates the pain points of multiple screens, disparate applications, and disconnected experiences. In fact, an Aberdeen Group report shows that the benefits of contact center and CRM integration not only improve the associate and customer experience, but extend across numerous critical company areas:

The strategic value of contact center and CRM Integration
Year-over-year performance findings



TELETECH TECHNOLOGY DELIVERS REMARKABLE CRM SOLUTIONS

TeleTech Technology offers a dedicated CRM practice focused on Salesforce.com® consulting and integration, complete with a deep expertise in Service Cloud® as well as other CRM systems. In addition, TeleTech Technology's certified professionals have perfected their CRM mastery working with representatives both in their own business units and in enterprises large and small.

The core capabilities of our CRM practice include:

- **Building the technology vision.**
- **Implementing the technology.**
- **Managing change across business users.**
- **Supporting the application long term.**

TeleTech Technology's CRM solutions empower your associates to deliver exceptional customer experiences and journeys every time.

BENEFITS OF A TELETECH TECHNOLOGY CRM SOLUTION

Design and implementation of a best-in-class CRM solution transforms contact center performance and effectiveness in a number of ways, including:

Associates empowered by technology. As we've learned, the associate experience drives the customer experience. If you give associates the context and tools they need to succeed, your customers will in turn feel the love.

Customer service on customers' terms. An integrated and high-touch service experience across channels with access to full interaction history – heady stuff for customers seeking a “wow, they really get me!” transaction.

Enhanced and integrated self-service solution. Delivering IVR information to the CRM console serves to greatly improve first contact resolution.

Customer-facing corporate culture. Connecting back-office systems and providing a single knowledge base allows every person to be a customer service person.

When associates are equipped with integration across channels and a unified single desktop, armed with historical and real-time customer data across the enterprise, and empowered by the ability to capture self-service information, your company is positioned to surpass the competition with a brand-differentiating customer experience.

“TeleTech Technology does it all
for us using Service Cloud.”

–Director, Customer Experience,
Major Automotive Manufacturer

Auto Manufacturer Drives Customer Experience Improvements in Service and Sales

Largest Automotive OEM in North America.

Implemented an integrated Salesforce® Service Cloud® CRM solution and customer database that would serve eight lines of business.

Integrated 40 different interaction points and over 500 custom data tables.

Integrated with all legacy systems.

Enabled inbound and outbound CTI and multi-channel interaction –IVR, Web, Mobile Social, Sales Chat.

WHY TELETECH TECHNOLOGY?

TeleTech Technology is a pioneer among North American partners in offering cloud and on-premises contact center solutions powered by Avaya® and Cisco®. As a leading partner in the design and delivery of customer experience technology solutions, it specializes in helping companies across the globe provide faster, smarter, and more agile customer interactions. TeleTech Technology is a recognized Platinum Avaya Connect Partner and Cisco Gold Partner. In addition, it has earned a 4.6/5.0 overall customer satisfaction rating and 4.8/5.0 implementation satisfaction rating, making it one of the highest ranked Avaya and Cisco business partners. For more information, visit teletechtechnology.com.

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.

CORPORATE HEADQUARTERS

9197 South Peoria Street
Englewood, Colorado 80112-5833
United States
Phone 1.800.TELETECH
+1.303.397.8100 (outside the U.S.)
solutions@teletech.com

