



TeleTech Technology Cloud Solutions

Two Paths, One Destination



Cloud Solutions

Is your organization one of the 90 percent who have a few, a couple or maybe one application in the Cloud? Or maybe you're still doing all your IT and contact center applications in-house, and want to see what you're missing? Or, perhaps you're an early adopter who jumped into the Cloud space at its inception and are now wondering if you are optimizing its benefits and cost efficiencies? Whatever your customer service and contact center strategy, TeleTech Technology has a one-size-fits-you solution. With its industry-revolutionizing, vendor-agnostic offerings built on both Avaya® and Cisco® platforms, TeleTech Technology is your guide on two paths leading to the same place: where you want to be.

While these technology providers are very different in their approaches, strategies and methodologies, they have one thing in common: providing a brand-differentiating, loyalty-inspiring customer experience.

Whatever your customer service and contact center strategy, TeleTech Technology has a one-size-fits-you solution.

TWO DIFFERENT PATHS...

AVAYA

For those organizations looking for the industry gold standard in Contact Center (CC) technology, or no-hassle, comprehensive Unified Communications (UC) capabilities, TeleTech Technology offers a suite of solutions powered by Avaya. Avaya is a leading global provider of next-generation business collaboration and communications solutions, providing unified communications, real-time video collaboration, contact center, networking and related services to companies of all sizes.

CISCO

For those companies seeking a robust and highly customizable Cloud solution, TeleTech Technology also offers Cisco's Hosted Collaboration Solution/ Contact Center as a Service (HCS/CCaaS) offerings. With proven architecture and innovative infrastructure solutions, Cisco's global enterprise-class contact center services provides industry-leading perspective and expertise to its clients, from small business to global Fortune 500 giants.



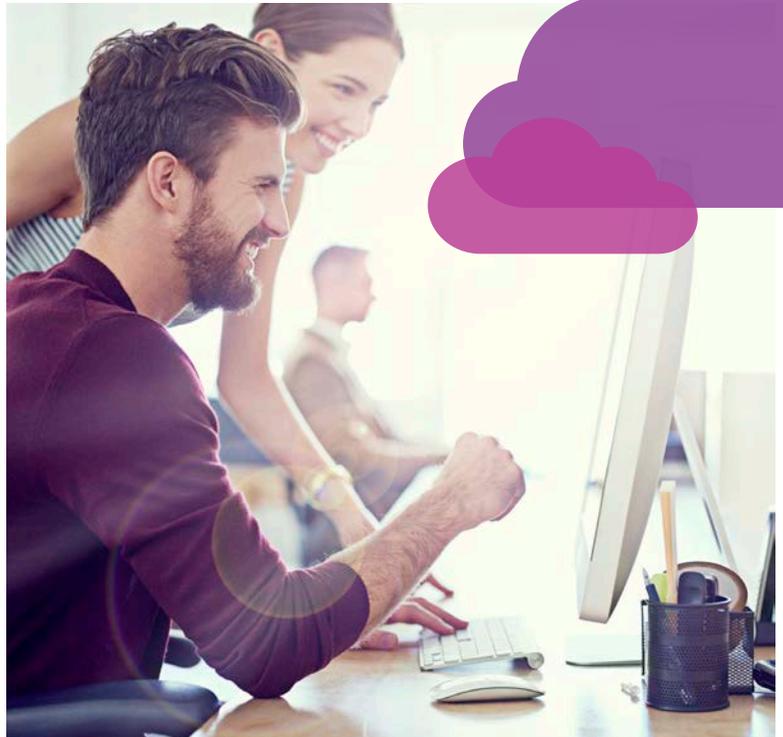
...ONE FINAL DESTINATION

Whichever technology infrastructure is the best fit for your organization, they both share next-generation Cloud offerings as well as our Customer Journey Outcomes Solution.

The sky is the limit with our Cloud offerings, whether brought to our clients by eLoyalty Cloud, Cisco Powered™, or TeleTech Technology Cloud, powered by Avaya. In addition to the most current version of Avaya's enterprise communications or Cisco's Unified Contact Center Enterprise (UCCE) software, both platforms offer many differentiated features, such as dynamic routing for real-time agent and skill-based intelligent routing, integrated reporting, and Interactive Voice Response (IVR) for self-service automation. In addition, eLoyalty brings powerful offerings of *icDesktop*® for direct reporting integration, screen pops, and robust agent and supervisor tools as well as *icPortal*® for easy access to contact center management and user administration. TeleTech Technology provides its clients with unified desktop tools for omnichannel management, soft phone, screen pops and optional CRM integration in addition to unified administration and reporting for highly secure, roles-based portal access and real-time reporting capabilities. Our standardized bundles for both Avaya and Cisco solutions allow for rapid implementation of powerful Cloud features while reducing operational costs and maintaining the Cloud's ability to scale and add features as required.

In addition to its UC and CC Cloud capabilities, TeleTech Technology offers an innovative Customer Journey Outcomes Solution. Far beyond the outdated one-and-done model of customer care, our Solution embraces the notion that customers are on a journey, with each interaction following the one before it and leading to the one after, intuitively and seamlessly. The Customer Journey Outcomes Solution equips companies with a virtual treasure chest of tools, including our powerful customer journey mapping service, to better understand clients and their interactions. Our clients are provided a full-circle view of the customer experience, seamless coordination of integrated channels with persistent content throughout, deeply personalized, relevant interactions, smooth escalations between channels and data, as well as analytics to make sense of it all.

Whether Cisco or Avaya is the right solution for you, TeleTech Technology has you covered. With our holistic solutions, transparent and cost-effective pricing, and the best technology available anywhere, our two paths will lead to the same destination: a customer experience that builds brands, inspires loyalty, and brings you where you want to be.



TELETECH TECHNOLOGY CLOUD OFFERINGS:

AVAYA

TeleTech Technology Cloud Connect, Powered by Avaya - Unified Communications as a Service (UCaaS)

TeleTech Technology Cloud Direct, Powered by Avaya - Contact Center as a Service (CCaaS)

CISCO™

TeleTech Technology Cloud Direct, Cisco Powered™ (HCS/CCaaS)
TeleTech Technology Cloud Direct Plus, Cisco Powered™ (HCS/CCaaS)
TeleTech Technology Cloud Select, Cisco Powered™ (HCS/CCaaS)

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.

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