



Platform Advantages:

1. Secure/PCI/
customer isolation
2. Active/Standby
with full disaster
contingency
3. Native support of
local connections
on the market-
leading platform

TeleTech Technology Cloud solutions offer:

- Frictionless access
across technologies
- Constant collaboration
between data
- Personalized customer
experience tools

TeleTech Technology's "One Size Fits You" Cloud Bundles:

- **TeleTech Technology
Cloud Connect** -
Unified Communications
in the Cloud
- **TeleTech Technology
Cloud Direct** - Contact
Center in the Cloud

The Sky's the Limit with TeleTech Technology Cloud Solutions

Powered by Avaya, TeleTech Technology Cloud delivers exceptional customer experience outcomes.

Why cloud?

Is your outdated legacy system prone to failure, sporting different back-end programs cobbled together like Frankenstein's monster? Or perhaps you have a new infrastructure that isn't able to keep up with the latest multichannel advances, hindering your ability to bring customer experience to the next level?

Our cloud solutions portfolio focuses on customer experience and enterprise collaboration outcomes, so your company can overcome challenges and deliver a transformational customer experience. Designed to spare your customers from long waits, luck-of-the-draw associates, and repeating themselves at every turn, our cloud solutions give contact center associates and knowledge workers tools to effectively respond to customer needs, while giving executives improved insight and control, all at a lower cost.

What is our cloud, exactly?

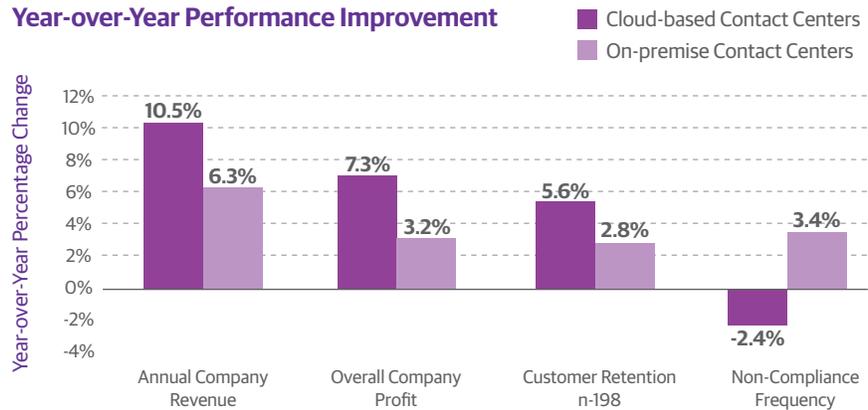
TeleTech Technology Cloud - Powered by Avaya is available in packages offering everything a company needs to operate a leading-edge contact center or enterprise Unified Communications (UC) platform. Our packaged offers are designed to meet the needs for today's organizations, with fixed costs for anxiety-free and no-surprises answers to your contact center and UC challenges.

In addition to the most current version of Avaya's powerful enterprise communications software, our exclusive cloud contact center solutions employ differentiated features that enhance the capability and flexibility of the Avaya platform, including:

- **Unified Desktop Tools** for omnichannel management, soft phone, screen pops and optional CRM integration;
- **Unified Administration and Reporting** for highly secure, roles-based portal access and real-time reporting capabilities;
- **Dynamic Routing** for real-time agent and skill-based intelligent routing powered by Avaya's Call Center Elite;
- **Integrated Reporting** for the optimal mix of high- and low-level performance metrics; and
- **Interactive Voice Response (IVR)** for self-service automation.

Upgrades include:

- Omnichannel Support
- Advanced Messaging
- Mobility Options
- Custom Self-service Application Development
- Call Recording
- Unified Communications
- Real-time Audio Files: creation/publishing

Year-over-Year Performance Improvement

Source: "Transitioning your Contact Center from On-Premise to the Cloud," Aberdeen Group, April 2013. Base: 198 respondents

But wait, there's more.

Cloud contact center deployment is speedy, typically taking weeks versus 18–24 months or longer for premise-based solutions. In addition, organizations with cloud contact centers spend 27 percent less on their annual contact center costs, and achieve an 8 percent to 22 percent improvement in first contact resolution (FCR) rates. What's more, shifting from a premise-based contact center environment to a cloud platform can free up as much as 15 percent of administrative staff and 40 percent of agent staff for other tasks and assignments, while still increasing productivity by 20 percent using the workforce management solution.¹ Cloud contact centers allow for the utmost in flexibility, scaling up or down as needed, implementing new channels and functionality, all done in a fraction of the time and cost required by premise contact centers.

Cloud platforms provide best-in-class contact centers for a monthly fee, without large capital expenditures.

Why TeleTech Technology?

TeleTech Technology is a pioneer among North American partners in offering cloud and on-premise contact center solutions powered by Avaya. 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. 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 business partners.

For more information, visit teletechtechnology.com

¹ 2013. Proprietary research. TeleTech.

² 2015. Walker Business Intelligence Report.

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