



Who We Are

TTEC Digital is a full-service customer experience (CX) consulting and solution delivery provider focused on helping organisations create better experiences for their customers.

For over 40 years, we’ve innovated on the world’s leading technology platforms, demonstrating our expertise in CX strategy, data analytics, AI, and more. We’ve grown into a global leader in CX consulting and technology services – and we’re ready to put our experience to work for you.

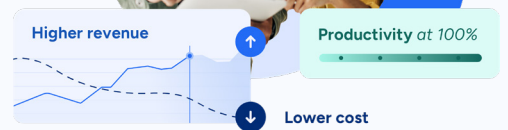
What we do

TTEC Digital offers customer experience consulting, software, and technology services at the intersection of Contact Centre, CRM, Analytics & AI.

Our work delivers powerful CX outcomes that drive shareholder value, such as **increased revenue, improved productivity, and lower cost.**



Our impact is global, and so is our team of innovators.



40+

Years in the business

1,800+

Global employees

99%

CST score

100+

EMEA clients

5+

Fortune 25 clients

3x 'Strong Performer'

FORRESTER®

Forrester Customer Analytics Provider

Leader

Everest CXM Services PEAK Matrix



Our Capabilities

We bring technology expertise and proven CX strategy together to help companies build deeper connections with their customers.

Contact Centre Technology

Build an end-to-end contact centre environment with leading CCaaS platforms and workforce collaboration tools that drive productivity.

Our partners:

Microsoft, Cisco, Genesys, AWS, Talkdesk, ServiceNow, NiCE, Five9, Google, Calabrio, LivePerson, and Verint

CX Strategy and Consulting

Close the gap between customer expectations and CX delivery with tailored strategies that deliver scalable value.

- Experience strategy and design
- CX operations, change management, and governance
- CX technology orchestration
- CX data and analytics strategy

Artificial Intelligence

Deliver the best possible CX at the lowest possible TCO with AI-powered tools and operations.

- Knowledge management
- Customer self-service
- Contact centre reporting and analytics
- Agent assist and next best action recommendations

Data and Analytics

Unlock the power of your integrated customer data to transform your business.

- Data modernisation and integration
- Predictive customer analytics
- Business intelligence and reporting
- Journey insights and optimisation

Software and Digital Engineering

Accelerate your time to value with proven solutions custom-built for the leading platforms.

- WFM adapters
- Contact centre optimisers
- Analytics and insights
- Agent desktops

Customer Relationship Management

Unleash the full potential of CRM to manage and maximise every touchpoint in your customer lifecycle.

Our partners:

Salesforce, Microsoft, and ServiceNow

Knowledge Engineering

Harness unstructured data and conversation insights for more productive knowledge management.

Our partners:

Shelf, Salesforce, and eGain

Telecommunication Services

Connect customers and agents through state-of-the-art voice solutions.

Our partners:

Audiocodes and IntelPeer

