MANAGE

Customer Management Services

TeleTech®

Need to make the **customer experience** human again?

The world is different today. Social media, informed shoppers, demanding consumers and the crowded global marketplace have all altered the face of business forever. To succeed, now companies have to compete on the customer experience, delivering faster, effortless services across all communication channels and engaging people in deeper relationships in order to create loyalty and sustainable economic value.

63% of executives see customer loyalty as the primary focus of their contact center in five years[1]

Put 30 years of operational experience behind your customer care delivery and reshape your competitive edge through superior customer experiences. For more than three decades, TeleTech's Customer Management Services has been executing differentiated customer experiences for the world's biggest brands. We manage the multichannel customer experience to help organizations increase customer loyalty and brand advocacy.

Our Approach:

People, Technology, and Processes Designed For Your Customers

Partner with TeleTech and quickly launch customer experience delivery centers backed by next-generation technologies and a workforce of professionals focused on the customer. TeleTech's hiring strategy and employee engagement technologies create a proprietary framework that ensures you get top-level talent and a productive workforce united behind your customer experience initiatives.

[1] *International Customer Management Institute (ICMI)*

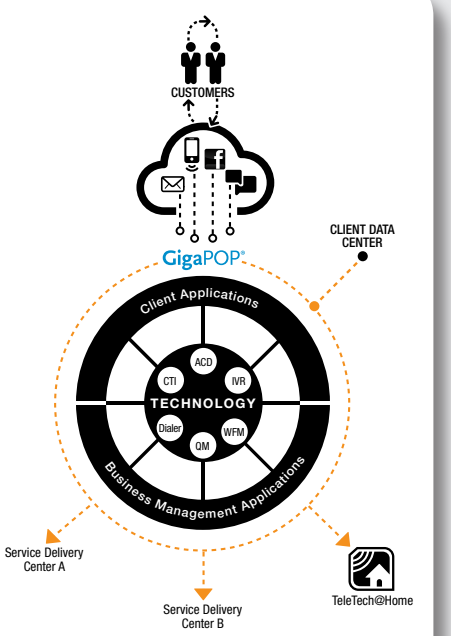
Customer Management: **How We Do It**

The TeleTech GigaPOP®

TeleTech's GigaPOP cloud technology infrastructure offers infinitely scalable customer care and exceptional interactions even for today's social and mobile customers. Characterized by high availability, redundancy, and scalability, this centralized data center uses Voice over Internet Protocol (VoIP) to support voice and data traffic and deliver superior customer experiences around the world.

The strength of TeleTech's GigaPOP technology is its multichannel environment, its flexibility to meet chaotic market conditions, and its ability to reduce risk with a virtual global delivery system.

- Over two billion VoIP minutes annually
- 750 terabytes of storage
- 50,000 network ports
- Carrier capacity > 100 GB
- 40,000 automatic call distributor ports of capacity
- In excess of 50,000 network elements



Engage: With 2 million visitors annually, TeleTech has one of the richest applicant pools to target frontline talent with virtually any specialization. Our human capital engagement team has continuous innovation platforms that accelerate time-to-performance and rally employees through collaborative online communities and game-like eLearning technologies.

Manage: TeleTech's holistic service delivery platform integrates customer data and contact center systems to simplify service and make the customer experience human again. As a result, TeleTech's clients recognize operational excellence, cost savings, world-wide reliability, and coordinated customer interactions across every communication channel.

Optimize: Using the Net Promoter Score™, quality assurance technologies, and reporting dashboards, TeleTech measures customer experience excellence and keeps a sharp focus on ongoing process improvement. This integrated management approach provides the most effective service operations and keeps TeleTech improving service delivery economics for its clients.

Every day TeleTech employees serve nearly **200 brands** from **24 countries** and **delight** roughly **3.5 million** customers.

Net Promoter Score is a trademark of Satmetrix Systems, Inc., Bain & Company, and Fred Reichheld.

TeleTech's Four Steps to Customer Experience Excellence

Exceptional customer experiences create sustainable economic value. But, customer experience excellence is only achieved through a transformational journey which requires companies to master four capabilities:

Design a strategy for superior customer experiences

Enable seamless service interactions anytime, anywhere

Manage the customer experience to increase loyalty and advocacy

Grow revenue via a data-fueled sales and marketing engine that engages customers

Point solutions can't deliver customer experience transformation. TeleTech offers an integrated portfolio of customer experience management solutions that are uniquely designed to help companies become experts in all four of these areas.

Learn more at TeleTech.com

TeleTech®