



TTEC Expands Humanify™ @home Solution with Technology Innovation in Evolving Labor Market

July 18, 2018

Proprietary technology, award-winning training and engaged employees power Humanify @home

DENVER, July 18, 2018 /PRNewswire/ -- TTEC (NASDAQ: TTEC), a leading global customer experience technology and services provider focused exclusively on the design, implementation and delivery of transformative solutions for many of the world's most iconic and disruptive brands, today announced details around its proprietary work from home program, Humanify @home, which is growing throughout North America.

Humanify @home, which launched in Canada this month, uses proprietary technology to support and assist customers with a variety of service and technical needs across channels including voice, chat and social media. The Humanify @home solution combines the same quality management, security and operational excellence of its traditional customer engagement center associates with the flexibility and cost structure clients are seeking to meet the needs of an always-on, digitally-driven customer experience market.

"A key element of Humanify @home is the unique application of our proprietary software, TTEC2GO, which connects the associate to our internal infrastructure and creates a virtual workspace on their personal computer," said Tony Tsai, Chief Information and Innovation Officer, TTEC. "Not only does this innovative technology create an identical employee user experience to that found in one of our physical locations, it provides a secure and controlled environment which fully protects client and customer data."

With TTEC2GO, all extraneous software is removed from the associate's machine, increasing the performance and stability of the computer. TTEC2GO replaces the computer's existing hard drive and hides user's files, removing possible virus/malware and blocking any browser hijackers. The technology also overrides various driver installs and software that can negatively impact performance. As a result, even a 10-year-old computer performs as if it were a brand-new machine.

With Humanify @home, clients enjoy decreased hardware costs, experience higher levels of employee engagement and satisfaction, and are better prepared to meet rapid hiring needs which come from seasonal demand. This offering from TTEC provides:

- Fully-trained associates, using TTEC's award-winning training and development programs
- Real-time monitoring, feedback, WFM, and NPS management for clients
- Interactive technology tools allowing associates to engage with customers across every channel

"Clients are facing unprecedented challenges serving their customers. The labor market is one of the most competitive in the past 20 years with low unemployment and wage pressures. Couple that with the seasonal hiring needs created by spikes or surges in customer interaction volume and brands need new kinds of solutions," said Kyle Priest, Chief Strategy and Marketing Officer, TTEC. "Humanify @home offers a flexible solution to support holiday shopping for retail and open enrollment for healthcare. With our innovative technology combined with our ability to hire, train, onboard and manage brand ambassadors through our @home solution, TTEC provides a differentiated and truly valuable solution."

For more information on how TTEC is providing seasonal and surge support through Humanify @home, visit <https://www.ttec.com/humanify-at-home>

About TTEC:

TTEC (NASDAQ: TTEC) is a leading global customer experience technology and services provider focused exclusively on the design, implementation and delivery of transformative solutions for many of the world's most iconic and disruptive brands. The Company delivers outcome-based customer engagement solutions through TTEC Digital, its digital consultancy that designs and builds human centric, tech-enabled, insight-driven customer experience solutions for clients and TTEC Engage, its delivery center of excellence, that operates customer acquisition, care, growth and digital trust and safety services. Founded in 1982, the Company's 50,500 employees operate on six continents across the globe and live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TTEC is bringing humanity to the customer experience, visit www.ttec.com.

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