



TTEC Introduces Top Five Customer Experience Tools for 2019

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Energize your customer engagement with key insights and emerging trends from CX experts around the globe

DENVER, Feb. 14, 2019 /PRNewswire/ -- TTEC Holdings, Inc. (NASDAQ: TTEC), a leading global customer experience technology and services company focused on the design, implementation and delivery of transformative solutions for many of the world's most iconic and disruptive brands, has compiled the company's top CX insights, ideas and trends to help companies kickstart their customer engagement in 2019.

- **[CX Trends for 2019 and Beyond](#)**
Eight trends for navigating the next stage of customer experience disruption
- **[CX Success Begins and Ends with the Customer](#)**
The latest shiny object won't amount to true business impact without taking the customer experience into account. So, before you deploy any CX initiative, consider top customer-focused questions.
- **[Omnichannel Excellence Is a Marathon, Not a Sprint](#)**
Learn how the path to digital and omnichannel excellence is paved with incremental customer engagement improvements.
- **[Customer Journey Maps as a Customer Experience Tool Strategy Guide](#)**
Discover five key steps to help you understand the current state of customer experience and create an ideal future state.
- **[Digital Customer Experience Strategy: How Mature Is Yours?](#)**
By incorporating digital customer experience strategy into a holistic customer journey strategy, companies move closer to a frictionless, omnichannel customer experience.

"Customer experience remains a key imperative for business leaders across industries. These trends and tools will quickly bring your organization up-to-speed on what is happening in this evolving space," said Dave Anderson, Executive Vice President, TTEC Digital. "With a rich customer experience heritage spanning more than 35 years, TTEC is a leader in creating and delivering exceptional experiences through customer care and growth operations, omnichannel technology and strategic consulting. We're excited to share these resources to drive further transformation in this space."

Check out ttec.com/resources for other great content and to learn more about TTEC.

About TTEC:

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading global customer experience technology and services company focused 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 49,700 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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