TTEC Digital Announces Strategic Partnership with Verint Offering World-Class CX Automation on Google Cloud

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AUSTIN, Texas, March 17, 2025 /PRNewswire/ -- TTEC Holdings Inc. (NASDAQ:TTEC), a leading global CX (customer experience) technology and services innovator for AI-enabled CX with solutions, today announced that TTEC Digital will expand its strategic partnership with Verint®, The CX Automation Company™, by providing Verint's end-to-end CX Automation platform as part of TTEC's Google GCP cloud contact center portfolio.

"We are thrilled with the opportunity to deepen our partnership with Verint – further extending TTEC Digital's cross-platform capabilities across the CX ecosystem," said John Wolf, vice president, TTEC Digital. "Offering Verint's CX Automation platform on GCP provides our customers with instant access to the latest innovations to enhance loyalty, increase revenue, and improve efficiencies across their contact centers. The market is starting to acknowledge Google's investment in CX, and with Verint's out-of-the-box integration to Google's CCAI Platform, this truly enhances our customers' options."

According to Verint's John Bourne, senior vice president, Global Partners and Alliances, "Verint is pleased to expand our strategic partnership with TTEC Digital. As demand for cloud technologies grows, organizations are exploring new ways to leverage CX Automation to drive tangible business outcomes. Our partnership with TTEC Digital extends the opportunity to deliver Verint solutions in the Google cloud."

Verint's CX Automation platform will be provided as a service within TTEC Digital's Google high-availability cloud and seamlessly integrated into its comprehensive cloud contact center offerings.

"AI-powered CX automation is one of the hottest emerging trends in the cloud contact center market, enabling organizations to leverage the latest innovations on an ongoing basis without expensive and time-consuming premise upgrades and cost," said Wolf.

To assist customers in fully leveraging Verint's differentiated capabilities, TTEC Digital also continues to offer a full suite of consulting, integration, and support services across its cloud and premise offerings. Bringing together TTEC Digital 's global experience in CCaaS, Google AI, and cloud infrastructure with Verint's top-of-the-line CX Automation platform provides a best-of-breed solution at a compelling price.

About TTEC
TTEC (pronounced T-TEC) Holdings, Inc. (NASDAQ: TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enabled digital CX solutions. Serving iconic and disruptive brands, TTEC's outcome-based solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next-gen digital technology, the Company's TTEC Digital business designs, builds, and operates omnichannel contact center technology, CRM, AI, and analytics solutions. The Company's TTEC Engage business delivers AI-enhanced customer engagement, customer acquisition and growth, tech support, back office, and fraud prevention services. Founded in 1982, the Company's singular obsession with CX excellence has earned it leading client, customer, and employee satisfaction scores across the globe. The Company's employees operate on six continents and bring technology and humanity together to deliver happy customers and differentiated business results. To learn more visit us at ttec.com.

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