



Data Sheet

CUSTOMER INNOVATION SOLUTIONS TeleTech@Home

Unlike many of our competitors, associates are TeleTech employees and not contract employees. This helps reduce attrition while benefiting our clients with reduced training costs, higher quality associates, and improved first contact resolution.

Overview

TeleTech@Home Virtual Workforce Solutions is a comprehensive outsourcing delivery model providing access to highly secure proprietary technology, a well-educated, highly specialized, and flexible workforce, and industry leading learning innovation solutions addressing your complex customer interaction requirements. TeleTech@Home Virtual Solutions manages the relationship between people, process, and technology. This solution serves clients in every vertical industry and across multiple geographies.

Features / Benefits

TeleTech@Home Virtual Workforce Solutions is an efficient model that enhances traditional contact center operations by providing a compelling return on investment through unlimited access to an experienced and specialized global workforce. With the backing of our highly secure proprietary technology, we seamlessly deliver flexible and scalable staffing solutions that drive down operating costs and increase customer satisfaction.

- Delivers a quick and compelling return on investment by bolstering operational efficiency, reducing associate time to proficiency, and enabling a significant cost benefit over traditional brick-and-mortar contact centers
- Flexible and scalable staffing solution provides an extensive workforce for quick ramp times and lower attrition rates to maximize efficiency, reduce costs, and ensure that customer needs are met quickly
- Enables greater access to a more experienced, highly skilled and specialized workforce that has a deeper knowledge of your customer base for an unparalleled quality of service
- Seamlessly integrates customer support operations into a virtual model providing the same management accessibility and levels of control as a brick-and-mortar contact center
- Customized and innovative learning solutions deliver size agnostic “anytime, anywhere” virtual training that reduces overall associate time to proficiency.
- Virtual support center contributes to a “greener” environment by reducing the impact from daily commutes, electricity consumption, and physical contact center expansion.

How TeleTech@Home Product Can Be Used

TeleTech@Home Virtual Workforce Solutions addresses the following:

- **Full Service:** Provides clients with the ability to extend their footprint into an at-home solution while allowing the TeleTech experts to fully support the model

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TeleTech@Home associates have the skills to:

- Deliver the highest quality service
- Provide significant flexibility and scalability
- Target the needs of your customer base
- Access the most secure technology and processes available in the work-at-home space

- **Business Continuity:** Provides clients with the ability to utilize a set-up and standby support model
- **Virtual support:** Provides clients with the ability to fully experience the benefits that TeleTech's global footprint has to offer
- **Managed Services:** This allows clients to utilize our TeleTech@Home technology and support services with their own employees/supervisory staff
- **Hosted Solution:** This allows clients with experience running their operations at home, and no desire to make the investment, to use TeleTech technology
- **Hub and Spoke:** Allows clients to extend their brick-and-mortar centers to address seasonality impacts, avoiding the cost of investing in additional facilities

Key Differentiators

WorkBooth Desktop is Innovative Proprietary Technology delivered in a Cloud-Based Model:

- Virtual deployment for geographically limitless delivery
- Associate virtual desktop is locked down enabling access to authorized applications only
- Increased flexibility enabling quick and reliable deployment
- Highly scalable, seamless integration
- Highest level of security available to meet the most sensitive requirements
- PCI certified
- Proven 99.97% associate availability
- Award winning cloud architecture design

TeleTech's dynamic master scheduler is a proprietary tool which offers:

- Ultimate flexibility for maximum operational efficiency
- Schedules lined up with intraday call arrival patterns
- Schedules designed in 15 minute increments

- Notification and alert functionality
- Real-time auto exceptions
- Full integration with existing Workforce Management solutions

A Solution for All Industries

TeleTech@Home can address all industry needs with customer service, sales, retention, technical, and back-office support. Any industry can benefit from a highly skilled, flexible workforce model as an enhancement to their current operations.

Why TeleTech?

TeleTech@Home Virtual Workforce Solutions delivers extraordinary people, solutions, and technology. Our clients receive unmatched total value with the most comprehensive, innovative virtual workforce model in the industry.

Related Products and Services

TeleTech@Home is one of several product offerings within TeleTech's Customer Innovation Solution suite. Customer Care, Technology Support, Online Customer Support, and Social CRM are other services available that can be used as a standalone solution or combined to provide a complete customer support experience. For more information on this and other TeleTech products, please visit www.teletech.com.