



TTEC Digital AI Readiness Assessment Offer

Help organizations prepare for AI adoption.

TTEC Digital AI Readiness Assessment

TTEC Digital's AI Readiness Assessment is a 2-week engagement designed to help organizations prepare for OpenAI adoption by evaluating technical readiness, identifying use cases, and delivering proof-of-value outcomes.

Through collaborative discovery sessions and architecture reviews, we assess your current technology stack, data landscape, workflows, and business objectives to uncover AI opportunities and potential risks. We explore how OpenAI services—such as GPT models—can be integrated safely and effectively into your operations.

Our expert consultants ensure that your organization not only understands the value and feasibility of OpenAI, but also leaves with concrete deliverables to move forward with implementation. Whether you're facing data overload, customer service strain, or simply looking to unlock productivity with intelligent agents, this assessment accelerates your journey into AI.



AI Foundry proof-of-concept chat tool using customer data



AI Platform Architecture tailored to the organization



Cost model and licensing guidance



Backlog of prioritized ChatGPT/OpenAI use cases



Confidence to move forward with your AI journey



Potential to be fully funded by Microsoft and TTEC



Accelerate Business Outcomes

Real-world proof-of-concept that demonstrates potential

Clarity on OpenAI adoption strategy and readiness

Cost-effective implementation plan backed by architectural design



Pain Points

- ✓ Uncertainty about where to begin with OpenAI
- ✓ Missed opportunities for workflow automation
- ✓ Inability to scale AI pilot projects to production
- ✓ Pressure to stay competitive in the era of generative AI



Qualification

- ✓ Are you exploring ways to implement AI?
- ✓ Do you have existing data that could power AI models?
- ✓ Have you identified specific pain points that could be automated?
- ✓ Are governance, security, or cost concerns holding back AI plans?



Outcomes

- ✓ Business-aligned AI use case backlog for roadmap planning
- ✓ AI Foundry proof-of-concept chat tool using customer data
- ✓ AI Platform Architecture tailored to the organization
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Project Cost:
\$20K – Eligible for TTEC and Microsoft funding

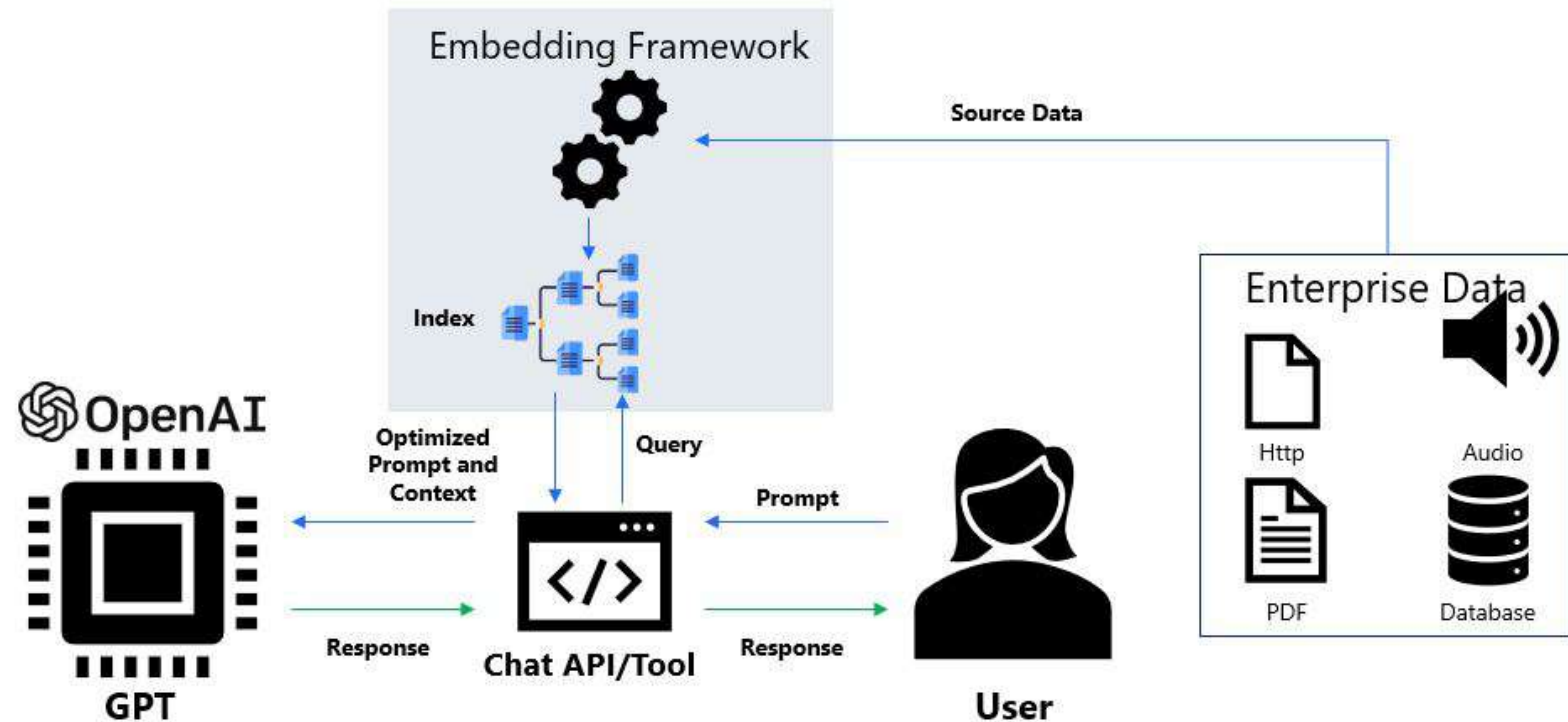


Project Timeline:
2 Weeks

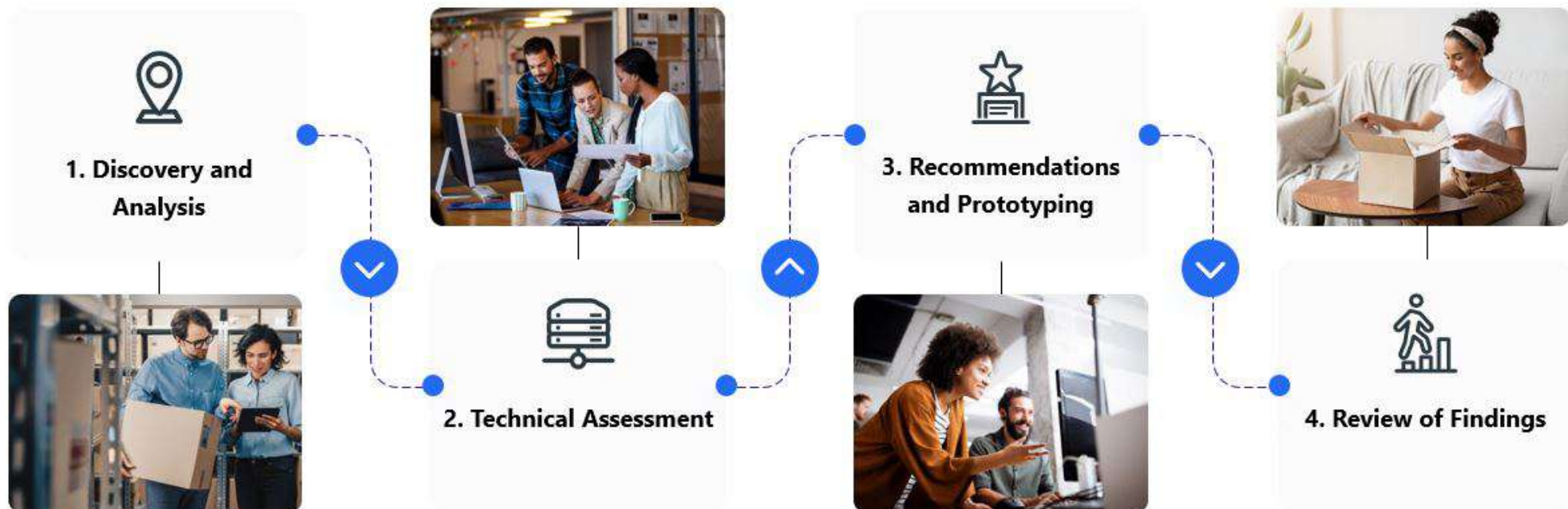


AI Readiness Assessment

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AI Readiness: Discovery to Findings – 2 Weeks





AI Readiness Assessment Process

Discovery and Analysis

- Kickoff and Stakeholder Alignment
- Business Context and Use Case Exploration
- Data and Platform Inventory
- Security, Governance, and Risk Review

Technical Assessment

- Architecture and Tooling Review
- Model Integration Patterns
- AI Ops and Monitoring Capabilities
- Cost Modeling Inputs

Recommendations and Prototyping

- Use Case Prioritization
- AI Foundry Proof-of-Concept
- AI Platform Architecture Design
- Cost and Effort Modeling

Review of Findings

- Executive Summary Briefing:
- Technical Architecture and PoC Review:
- Deliverables Handoff:
- Next Steps and Optional Services: