



TTEC Digital + Microsoft

TTEC Digital, in strategic partnership with Microsoft, is dedicated to a hyper-personalized, data-driven approach to the customer experience (CX). Collaborating closely with Microsoft's teams, we craft bespoke solutions for our clients, addressing their unique needs and future-proofing the success of their business. By leveraging our unparalleled CX knowledge, strategic expertise, and practical experience, TTEC Digital elevates Microsoft's renowned cloud technologies, delivering comprehensive and transformative experiences. This partnership ensures that our clients benefit from a seamless integration of cutting-edge technology, strategic vision, and hands-on expertise for unparalleled success in the evolving digital landscape.

How You Benefit

At TTEC Digital, we redefine customer experiences through a dynamic approach. Rather than offering a one-time, one-size-fits-all solution, we infuse every client relationship with customized vision, extensive research, intelligence, innovation, and unwavering consultation and support at every stage of the process. Our commitment extends beyond the initial implementation phase, as throughout your partnership with TTEC Digital, we remain dedicated to continually developing, supporting, and transforming projects, technologies, and plans. This enduring commitment ensures that we address your unique needs and challenges, propelling the sustained success of your customer experience goals and strategies.

How We Support You

With a distinguished track record in Microsoft Business Applications and CX consulting, TTEC Digital brings award-winning expertise that uniquely positions us to drive the seamless implementation and support of Microsoft's comprehensive product suite.

Sales

Marketing

Customer Service

Field Service

Power Automate

Power Apps

Customer Insights

Fraud Protection

PowerBI

Commerce

Power Virtual Agents

Azure



Evolving for Today's Challenges — and Tomorrow's

Combining the CX expertise and technological knowledge of TTEC Digital with Microsoft's powerful solutions catalog creates a deeper level of value for clients and their customers.



Demystify and Optimize Customer Data

TTEC Digital helps you collect, manage, and analyze your data so you can develop deep, actionable insights into your customers that lead to hyper-personalized, high-impact experiences.



Amplify Customer Relationships and Loyalty

TTEC Digital builds CX transformation strategies that put customers at the center, so your business can deliver personalized experiences that attract, win, and keep more customers.



Differentiate the Service Experience

TTEC Digital will help you build personalized holistic service experiences that differentiate your business and leave a lasting impression on your customers and staff.



Transform the Digital Experience

TTEC Digital can help you build a simple, fast, and personalized digital experience throughout the entire customer journey, considering every touchpoint and need within the holistic omnichannel experience.



Streamline and Simplify Operations

TTEC Digital will help connect your data and technology systems and streamline operations across the enterprise, resulting in a better, more simplified experience for staff and customers.



Digital Contact Center Innovation

TTEC Digital can guide business leaders that are looking for innovations in telephony systems and contact center AI while reducing operational and infrastructure complexity.

We offer feature-rich, industry-specific business solutions that integrate seamlessly with Microsoft Business Applications or can leverage our IP to resolve our client's unique challenges and requirements.

- Agent Enablement
- Chatbots & Conversational AI
- Integrations
- Desktop & Mobile App Innovations
- Microsoft Government Cloud
- Predictive Speech & Intent Analytics
- Robotic Process Automation
- Social Selling with LinkedIn
- Safety & Security
- Microsoft Clouds for Other Industries

Customer Quotes

“ [TTEC Digital] understood our vision to gain a 360-degree view of our consumer. It was clear they have the skills, experience, and connections to make our vision a reality.

Liz Lee

IT Director, Leatherman Tool Group

“ Where I see [TTEC Digital] having a lot of strength is pivoting the mindset from what is possible to what's going to make our clients successful. I think that makes a big difference.

Jim Nakashima

Director of Product Marketing, Microsoft

TTEC Digital Practice Areas

Designing better experiences isn't just about deploying the latest technology. True end-to-end customer experience transformation happens at the nexus of strategic design, rich data, and thoughtful technological orchestration. Over the years, we've honed our core capabilities to better integrate every component, touchpoint, channel, service, and technology that goes into delivering exceptional customer and employee experiences.

Managed Services

Enable effortless contact center management with comprehensive support, optimization, and innovation services.

Data and Analytics

Understand your customers on a deeper level and then act on those insights to create deep, valuable connections.

Experience Transformation

Optimize every aspect of your customer experience with hands-on support and insights from expert-level consultants.

About TTEC Digital

TTEC Digital is a global leader in customer experience orchestration, combining technology and empathy at the point of conversation. With decades of innovation experience across the world's leading contact center technology platforms — plus in-house expertise in CX strategy, data and analytics, AI and more — TTEC Digital delivers an unmatched skillset for organizations looking to forge deeper customer relationships and drive better business outcomes. Learn more at [ttecdigital.com](https://www.ttecdigital.com).