



# **TTEC Digital AI/ML Use Case Discovery Workshop Offer**

Prioritize AI/ML initiatives with tangible business outcomes.



# TTEC Digital AI/ML Use Case Discovery Workshop

TTEC Digital's AI/ML Use Case Discovery Workshop is a structured, collaborative engagement designed to fast-track AI initiative planning. Over one- to two-day sessions, our experts facilitate interactive discussions and workshops with key stakeholders—including business leaders, data scientists, and engineers—to uncover business challenges ripe for AI/ML innovation.

We begin by brainstorming and mapping current workflows, pain points, and data sources. Using proven ideation techniques, we then identify, evaluate, and prioritize potential AI/ML use cases based on value, feasibility, and alignment to strategic goals. Each use case is documented with a clear outline of the problem statement, estimated ROI, implementation effort, target technology (e.g., Azure ML, Databricks, Cognitive Services), and high-level architecture.



Recorded and documented ideation sessions



Ranked Use Case Catalogue with ROI and effort estimates



High-level implementation paths and architecture outlines



Value-feasibility matrix of potential use cases



Next-step recommendations and pilot planning guidance



Potential to be fully funded by Microsoft and TTEC



## Accelerate Business Outcomes

Clear and prioritized AI/ML use case portfolio

Ready-to-pilot AI/ML ideas with resource and ROI clarity

Accelerated AI adoption with confident planning



## Pain Points

- ✓ Prolonged early-stage ideation with no clear prioritization
- ✓ Failed or stalled AI pilots due to lack of business focus
- ✓ No ROI estimate or implementation clarity for AI initiatives
- ✓ Misalignment between data teams and business strategy



## Qualification

- ✓ Are you looking to discover and prioritize AI/ML initiatives?
- ✓ Have you documented current business challenges with potential for ML?
- ✓ Do you have stakeholder alignment to move forward with pilots?
- ✓ Are you planning Azure ML, Databricks or Cognitive Services integration?



## Outcomes

- ✓ High-level implementation paths and architecture outlines
- ✓ Next-step recommendations and pilot planning guidance



**Project Cost:**  
\$10K – Eligible for TTEC and Microsoft funding



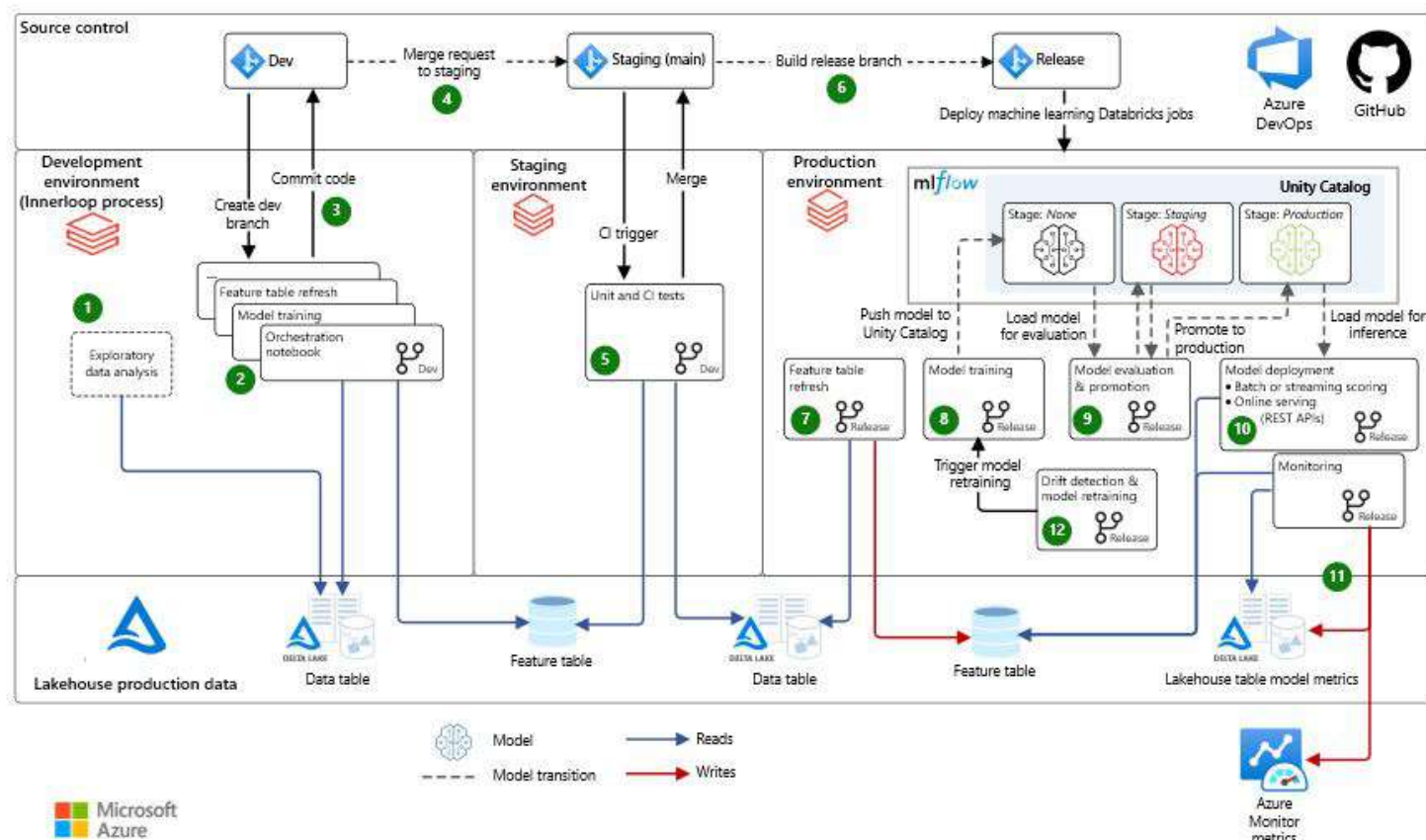
**Project Timeline:**  
2 Weeks





# AI/ML Use Case Discovery Workshop

- Recorded and documented ideation sessions
- Value-feasibility matrix of potential use cases
- Ranked Use Case Catalogue with ROI and effort estimates
- High-level implementation paths and architecture outlines
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# AI/ML Use Case Discovery Workshop: Discovery to Findings – 2 Weeks





# AI/ML Use Case Discovery Workshop Process

## Discovery and Analysis

- Pre-Workshop Planning & Alignment
- Data & Workflow Intake
- Stakeholder Interviews (Optional)
- Workshop Logistics & Readiness

## Ideation and Use Case Generation

- Workshop Kickoff:
- Business Process Mapping:
- Use Case Ideation:
- Data & Capability Alignment:

## Prioritization and Feasibility Assessment

- Scoring Framework Introduction
- Use Case Evaluation
- Technology & Architecture Mapping
- Pilot Candidate Selection

## Review of Findings

- Executive Summary Presentation:
- Use Case Catalogue Delivery:
- Roadmap and Recommendations:
- Next Steps and Enablement Options: