

RapidResponse CX

Turn change into a CX advantage

Looking for fast, flexible ways to run your business without compromising your customer experience? **RapidResponse CX is built to help brands stay ahead in today's volatile market, with smart solutions that help deliver up to 20–50% savings within 90 days.**

Streamline operations without sacrificing CX excellence

TTEC delivers scalable, cost-efficient contact center solutions that help businesses:



Adapt quickly to market shifts with expert-driven transformation support



Improve efficiency and reduce costs through AI, automation and global delivery



Offset the financial impact of economic uncertainty



Maintain strong customer experiences with leaner operations

Move fast. Boost CX. Cut costs.

With Rapid Response CX, you don't have to choose between savings and service quality. Our award-winning tools and expertise help brands adapt quickly with market-leading AI, global modern delivery, and intuitive self-service, designed to boost performance without adding complexity.

Uncertainty fuels CX challenges

Rising costs: Impacted by inflation and new economic variables

Service quality: Balancing great CX with tighter budgets is harder than ever

Limited internal bandwidth: Internal teams are stretched too thin to drive transformation and automation

Operational disruption: Supply chain issues and workforce gaps are straining CX delivery

Achieve fast results with RapidResponse CX

Whether you need to lower costs, boost efficiency, or scale smarter, RapidResponse CX brings together the tools and talent to make it happen, fast. It's built on three pillars essential to navigating uncertain times:

Our best-in-class AI tools eliminate friction to empower your associates and improve the customer experience across the entire customer journey. Out of the box, you will benefit from:

- **TTEC Clarity** accent softening and noise cancelling
- **TTEC Perform** insights-driven coaching
- **TTEC Let Me Know** knowledgebase assistant

[Learn more](#) about how we delivered:

\$30K instant savings and 8% jump in CSAT with noise cancelling technology

Empower your customers while driving down costs. Chatbots, AI-powered IVRs, and other automations give customers control over solving their own issues for convenience and fast resolutions.

[Learn more](#) about how we delivered:

50% drop in cost per contact with voice automation



Leverage TTEC's global delivery network in multiple offshore hubs including the Philippines, Egypt, India, South Africa, Colombia, and several other locations worldwide.

Our modern support operations provide onshore-level quality with the potential for up to 60% cost savings compared to onshore support.

[Learn more](#) about how we delivered:

60% cost savings and 4x sales in 5 weeks with Philippines support team

Ready to take control of your CX future?

Let's make a plan that works for your needs. We've got the expertise to help you work better, faster, and smarter in any economy. **Talk to us today about RapidResponse CX.**

About TTEC

TTEC Holdings, Inc. (NASDAQ:TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enabled CX with solutions from TTEC Engage and TTEC Digital. The Company delivers leading CX technology and operational CX orchestration at scale through its proprietary cloud-based CXaaS (Customer Experience as a Service) platform. 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 and cognitive technology, the Company's Digital business designs, builds, and operates omnichannel contact center technology, conversational messaging, CRM, automation (AI / ML and RPA), and analytics solutions. The Company's Engage business delivers digital customer engagement, customer acquisition and growth, content moderation, fraud prevention, and data annotation solutions. Founded in 1982, the Company's singular obsession with CX excellence has earned it leading client NPS 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.