

Redefine luxury retail CX

Build lasting loyalty with exceptional, tailored experiences

Luxury retail shoppers have high expectations when it comes to customer experience (CX) – they want white-glove clienteling, exclusive VIP promotions, and impeccable customer service that focuses on building long-term relationships.

A successful CX strategy must embrace these nuances and deliver the same high level of service whether customers are shopping in store or digitally.

Expert associates driven by AI-powered insights

To deliver bespoke service, you need data-driven insights and experts who know how to put them to work. Gain a deeper understanding of customers and meet their needs faster, better, and more proactively.



Top talent that knows the luxury market

We leverage a global talent pool to find candidates perfectly suited to your brand, identifying skilled associates who become true brand ambassadors.



AI-enhanced training

Our award-winning RealSkill bot and proven training solutions leverage AI and machine learning to improve associates' skills through role-playing and real-time coaching.



AI-enhanced knowledgebases

Our knowledge services make it easier for associates to find the information they need when they need it, so customers' needs are met easily and quickly.



AI-enhanced quality and analytics

Monitor 100% of customer interactions for a full view of your contact center and let our quality experts extract actionable insights to guide business decisions.

Elevated luxury CX drives results

96%

increase in NPS

70%

decrease in escalations

60%

cost savings

33%

rise in QA score

Source: TTEC clients

A seamless blend of human and digital support

Our customer care outsourcing solutions help you design, operate, and innovate your CX with the right blend of humans and technology.



Empowered associates

Frontline associates are highly trained in delivering expert, empathetic support and empowered to make recommendations using their deep luxury retail expertise and insights.



Digitally enabled

Our ecosystem of 50+ technology partners allows our clients to be agile and stay ahead of the industry curve.



Insight driven

We automate our ability to listen to and analyze all interactions so we can gather key, actionable intelligence around customer sentiment.

Eliminate guesswork with our CX Optimized managed services

Put your CX in our expert hands so you're free to focus on what your brand does best. Our proven solutions and best practices can be deployed quickly, eliminate costly trial error, and drive ROI fast.



Workforce optimization

Our proven platform helps brands eliminate waste and inefficiency with data-driven forecasting and scheduling, analytical reporting, skills management, and workforce tools.



Learning and knowledge services

Transform the way your employees learn with our award-winning learning solutions with AI-enhanced knowledge management, AI-simulated training, and digital learning.



Quality and insights

Speed up your ability to put data and insights to work with real-time data, insight analysis, and targeted coaching.

**Ready to
elevate
your luxury
retail CX?**

We've got the
expertise to help
you work better,
faster, and smarter

About TTEC

TTEC (pronounced T-TEC) Holdings, Inc. (NASDAQ:TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enhanced digital CX solutions. 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 technology, the company's TTEC Digital business designs, builds, and operates omnichannel contact center technology, CRM, AI, and analytics solutions. The company's TTEC Engage business delivers AI-enhanced customer engagement, customer acquisition and growth, tech support, back office, and fraud prevention services. Founded in 1982, the company's singular obsession with CX excellence has earned it leading client, customer, and employee satisfaction scores across the globe. The company's over 60,000 employees operate on six continents and bring technology and humanity together to deliver happy customers and differentiated business results. To learn more visit us at ttec.com.