

# Our impact in Public Sector

Delivering 5-star CX  
for public service

## Reimagine your CX

During public emergencies or disasters, and when citizens require essential information, it is crucial to provide prompt and empathetic support without any delays. Reimagine your customer experience with our swift deployment of skilled associates and enhanced digital channels.

## TTEC Public Sector client results

Through our customer experience BPO, technology, consulting, and analytics services, we optimize experiences, lower costs, and build customer trust. Click on the results below to learn more.

Swift response

Improved Customer & Employee Experience

Moderate

IL4

508  
Compliance

NIST  
800-53

Partner with TTEC Public Sector to start  
making an impact in your organization today

## TTEC Public Sector at a glance

**20+**

years of experience  
in Transportation/Tolling and  
Health Benefits.

Excellence in **Contact  
Center, Back Office, and  
Consulting.**

## Transportation

**10M** Accounts  
Managed

**\$1.4M** Toll Revenue  
Collected

**845K** Transactions  
Processed

**2K** agents

## Health Benefits Exchange

**1.5M** Avg QHP

**300K+** Monthly Call  
Volume

**65K** Monthly  
Chat Volume

**1k** agents in  
support of QHP