



# Lot 3: Cloud Support Pricing Document

TTEC Digital CX Strategy Refresh



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# 1. Overview

TTEC Digital Consulting Services follow a defined methodology which is adapted to meet the requirements of the client organisation. TTEC Digital will work, free of charge, with the client organisation to agree the scope, activities, and outcomes to provide a fixed price for the work using the rate card provided.



## 2. Pricing

### 2.1. Consulting Package Pricing

TTEC Digital Consulting Service will work with the client organisation to define package pricing using the rate card provided.

### 2.2. Professional Service Pricing

TTEC Digital Professional Service will work with the client organisation to define package pricing using the rate card provided.

### 2.3. Managed Service Pricing

Not applicable.



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## ABOUT TTEC DIGITAL

TTEC Digital is a global leader in customer experience orchestration, combining technology and empathy at the point of conversation. Today customer conversations, and the contact centre technologies that support them, are inseparable. We bring decades of innovation experience across the world's leading contact centre technology platforms – and blend it with in-house expertise in CX strategy, data and analytics, AI and more – to help organisations maximise their technology investments and create truly exceptional customer experiences.