



Lot 3: Cloud Support Pricing Document

TTEC Digital Amazon Connect Professional Services



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1. Overview

TTEC Digital Amazon Connect Professional Services deliver expert design, implementation, and optimisation of Amazon Connect solutions. We help organisations enhance customer engagement, streamline operations, and achieve measurable outcomes through tailored strategies, secure deployments, and ongoing support, ensuring scalable, reliable, and innovative experiences across contact centre environments.

CXEdge™

TTEC Digital's Professional Services helps clients harness the power of AI-enabled CX transformation to deliver exceptional customer experiences at the point of conversation.

We create measurable, meaningful outcomes that are carefully orchestrated by a team of experts that works closely with you every step of the way. And we do it with consistency by activating our transformation-focused delivery model, CXEdge™.

CXEdge™ takes you far beyond technology implementation, to full-scale customer experience transformation. Your dedicated team of experts in strategy, analytics, AI, and the leading contact centre technology platforms will follow proven, documented processes and frameworks, while at the same time putting you in the decision-making driver's seat.

CXEdge™ Engagement Stages

The CXEdge™ client engagement experience includes four distinct stages:

1. **Imagine:** In this stage, our focus is on understanding your needs in order to recommend the most impactful solutions and services to drive your business transformation.
2. **Ignite:** Here, we define goals and objectives, identify stakeholders, and establish scope, timeline and budget. This phase is critical for establishing the foundation for the project's success.



3. Innovate: This stage applies innovative ideas and solutions to address your challenges, enhance project outcomes, and drive impact.
4. Amplify: This is a long-term commitment to continually supporting and optimising our delivered solutions, in order to maximise future value.



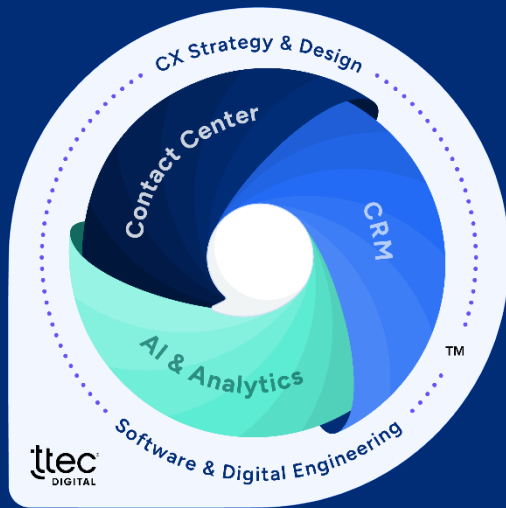
2. Pricing

2.1. Managed Service Pricing

Not applicable for this service.

2.2. Professional Service Pricing

Please refer to the Lot 3 rate card.



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.

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