



Lot 3: Cloud Support Pricing Document

TTEC Digital Customer Experience and Contact
Centre Transformation Professional Services



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1. Overview

As a strategic partner in customer experience and contact centre transformation, we empower organisations to deliver future-ready service through a blend of digital innovations, operational excellence, and human-centric design.

With deep expertise in technology enablement and contact centre optimisation, we guide clients through the entire transformation journey, from shaping customer experience vision to implementing AI-powered solutions and managing organisational change.

Our capabilities span the full transformation lifecycle from CX visioning and service design to AI-powered customer solutions, process optimisation, change management. We also offer specialism in helping organisations harness the power of customer voice data, implementing advanced analytics and feedback systems that transform insights into actionable strategies.

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.

With transparent, fixed pricing and a flexible approach, TTEC Digital delivers innovation that evolves with tomorrow's challenges.



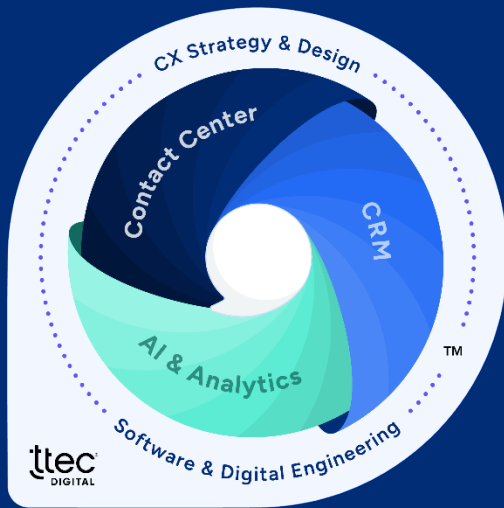
2. Pricing

2.1. Consulting Package Pricing

TTEC Digital will work collaboratively with the client organisation to define consulting package pricing in accordance with the rate card provided.

2.2. Professional Service Pricing

TTEC Digital will work collaboratively with the client organisation to define professional service pricing in accordance with the rate card provided.



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.

Contact Us

Wayne Kay

Vice President, EMEA

Email: gcloud@ttecdigital.com

Website: www.ttecdigital.com