



Lot 3: Cloud Support Pricing Document

TTEC Digital ServiceNow Managed Services



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1. Overview

SurroundCX™

TTEC Digital's SurroundCX™ Managed Services drive effective and scalable Customer Experience (CX) technology stack management. You will receive:

- Dedicated Support: A dedicated Client Success Manager will help you get the most from your CX technology investments while our 24/7 Global Support team ensures your CX operation is always on.
- Holistic CX Strategy: Your CX operation requires multiple systems functioning together seamlessly, including your contact centre, CRM and AI, to deliver excellent experiences. Our approach crosses technology platforms, ensuring that all facets of your CX and Employee Experience (EX) are running at peak performance.
- Built-in Innovation: SurroundCX™ Managed Services are designed to help you keep pace with rapidly advancing technology and are customised to your organisation's needs.

SurroundCX™ Service Offerings

SurroundCX™ Managed Services extend industry-leading support and innovation throughout your CX operations. Choose coverage in one or more of four focus areas:

1. CX Success Plans: Stay ahead in the evolving CX landscape with plans available in three tiers that allow you to choose the ideal level of ongoing support and innovation management.
2. CX Platform Monitoring: We proactively monitor your entire CX stack to swiftly identify and resolve potential downtime and quality issues for uninterrupted customer experiences.
3. CX Platform Hosting: Let TTEC Digital handle the hosting of technologies and services to connect with telco endpoints and facilitate the smooth transfer of CX journey data between platforms.



4. CX Innovation Services: Prioritise innovation and optimise your CX continuously with proactive action plans and ongoing tuning from TTEC Digital expert consultants, perfect for advanced, high-value CX applications.



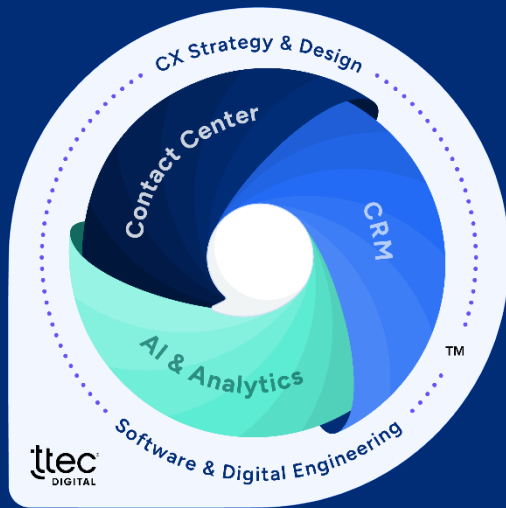
2. Pricing

2.1. Managed Service Pricing

Please refer to the Lot 3 rate card.

2.2. Professional Service Pricing

Not applicable for this service.



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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