



Lot 3: Cloud Support Pricing Document

TTEC Digital Microsoft Dynamics 365 Contact
Centre



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1. Overview

TTEC Digital's Microsoft D365 Contact Centre unifies customer interactions through an integrated omnichannel solution. Copilot AI-driven automation empowers seamless self-service, reducing workload while improving satisfaction. Built in workforce management optimises staffing and performance, enabling efficient, proactive service operations that scale across channels and elevate customer experience at every touchpoint consistently.



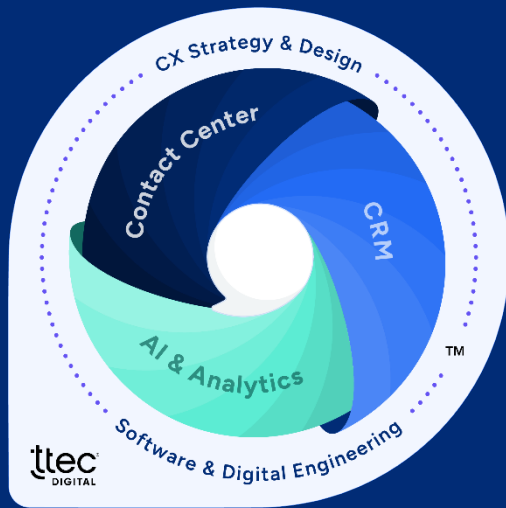
2. Pricing

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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