DATASHEET



CX that goes the extra mile

Smart tech. Proven know-how.
Seamless auto support.

Customer experience (CX) expectations in the automotive industry are evolving quickly as digital transformation, new mobility models, and consumer behaviors drive change. We're here to help.

TTEC's scale and innovation alongside our deep in automotive and mobility CX expertise deliver world-class operations that balance efficiency with superior CX.

Our global network of contact centers focus solely on automotive and mobility topics, **CX solutions for the entire automotive value chain.**

Customer Experience

- Multichannel support
- Proactive messaging
- EV tech and app pairing

Dealer and fleet enablement

- Fleet telematics setup
- Driver onboarding
- Maintenance scheduling

Back-office optimization

- Warranty adjudication
- Recall and case management
- Legal research support

Revenue growth

- Subscription acquisition
- Winbacks and referrals
- CX-driven sales assist

Drive ROI with a proven partner

90+-point NPS improvement
for largest OEM partners over 5 years

18% more value than cost delivered,
through a combination of revenue enablement and cost avoidance program.

5% savings annually
through efficiencies over 5 years

31% of efficiencies savings driven by technologies
that helped reduce transaction time

30+-point NPS growth
through implementing proactive programs

Source: TTEC clients

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WHY TTEC?

Our deep automotive expertise and CX know-how ensure fast customer resolutions and empower associates with the right tools.

Industry-exclusive focus: We understand your customers, systems, and KPIs deeply.

Full lifecycle coverage: Better continuity, fewer handoffs, and more strategic insights.

Proactive and predictive CX: Timely outreach around service alerts, recall follow-ups, EV walkthroughs, and subscription engagement.

Built-in intelligence with AI-powered insights: Real-time visibility into what's working and what's not.

Expert, empathetic support: Every interaction reflects your brand tone and values.

One partner every touchpoint covered

Our global network of contact centers focuses solely on automotive and mobility topics, supporting multiple languages and lines of business.

Customer Experience	Dealer + Fleet Enablement	Back Office Optimization	Revenue Growth
Multichannel support	Fleet telematics support	Warranty adjudication	Subscription acquisition
Proactive messaging	Driver onboarding	Recall + Case management	Winbacks & referrals
EV Tech + App pairing	Maintenance scheduling	Legal research support	CX-Driven sales assist

Move quickly without sacrificing quality

With 25 years of experience, we can quickly navigate the auto industry's challenges and opportunities while maintaining the highest quality standards.

Launch Initiative	Scope	Outcome
Fleet Sales Centers	2 hubs, 90 days	+400% growth in units sold vs. baseline
EV Charging Support	6 markets, 6 months	85% case closure within 24 hours
Fleet Sales	Launched in 30 days	41% conversion — 15 points above target
Vehicle Launch eCommerce	3 weeks to train and launch 25 agents	37% Conversion rate from inquiry to order

Drive ROI with a proven partner

28
industry and workplace awards, including a 2025 Stevie® Award for Sales & Customer Service and being named a 2023 Best Company Culture by Comparably

60
markets spanning 13 countries

31%
languages

150+
active programs

Shift your CX into overdrive

Your next-gen service model starts now

Let's talk

ABOUT TTEC

We are TTEC (NASDAQ: TTEC). The architects and builders of next-generation customer experiences. For over four decades, we've been shaping and redefining what it means to connect brands with their customers: Seamlessly, intelligently, and with lasting impact. We partner with the world's most iconic and disruptive companies to design and deliver AI-powered, digital-first experiences that don't just serve customers, but exceed their expectations. Every interaction. Every touchpoint. Every time.

TTEC Engage is our front-line engine delivering AI-enabled services that include customer engagement, acquisition, tech support, fraud prevention, back-office and more. Our TTEC Digital division builds the future of CX, crafting omnichannel platforms, CRM solutions, AI-driven insights and analytics that power smarter, more personal engagements. Operating across six continents, we fuse technology and human empathy to turn challenges into opportunities, interactions into relationships, and brands into legends. Bringing humanity to business is our purpose. Excellence is our standard. And the results? Happy customers. Stronger businesses. Unstoppable growth.

Join us. Experience the bold CX revolution at TTEC.com

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