

Industry: Services  
 Use Case: Employee Training, Service & Support Training, Customer Training

# TTEC transforms customer experiences using SAP Litmos

TTEC is a global customer experience company that designs, builds and operates captivating omni-channel customer experiences on behalf of the world's most innovative brands. The company provides its outcome-based customer engagement solutions through TTEC Digital which designs and builds customer experience consulting and technology solutions and TTEC Engage which operates customer care, growth and trust and safety services.

TTEC is all about the customer and employee experience. In addition to training their own employees, sales and service teams, TTEC provides Call Center Outsourcing Solutions for their clients and need to partner with a training provider to onboard and train Call Center Agents quickly and efficiently. Prior to SAP Litmos, being able to deploy a learning management system (LMS) in a quick turnaround was quite difficult. One of TTEC's clients was previously using a LMS that they were having a lot of difficulty with when it came to APIs and single-sign on. TTEC partnered with SAP Litmos to help this client, and over a weekend they got the system deployed. The client was pleasantly surprised at how quick it was to implement and was incredibly satisfied with the overall experience.

TTEC now partners with SAP Litmos on many client projects to help with their training needs, enabling exceptional customer experiences.

Learn more at [www.litmos.com](http://www.litmos.com)  
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**+22%**

Employees' "intent to stay" rose by 22%



**+146%**

Employee NPS increased by 146%



**-10%**

Decline in voluntary attrition by 10%