



# IP Solutions

Take Your CX to the Next Level

## Overview

Whether you want to optimize employee performance, reduce operating costs, better understand your data, or eliminate technology siloes, or simply accelerate your CX investments, TTEC Digital's Intellectual Property (IP) Solutions can help. With comprehensive and complementary solutions like WFM adapters, agent desktops, SmartApps, analytics, and connectors, you'll be empowered to continuously elevate, accelerate, and differentiate your customer experience.

## Proven Experience

"We were kind of dead in the water when we realized we couldn't bring our contact center data into WFM. So, we were faced with finding a solution that could quickly and comprehensively do this for us or settle for tackling spreadsheets by hand to accommodate our complex skill-based reporting rules."

**Kelly Manne**, Software Engineer Specialist at Nationwide, on the impact of easily adding TTEC Digital's WFM adapter to streamline the move to the cloud.

## Harness the Full Power of Your Technology Platforms

TTEC Digital's IP solutions ensure that you never stop evolving. From analytics to agent desktops and everything in between, TTEC Digital provides the foundational elements you need to maximize your organization's full potential.



### Accelerate Your ROI

Quickly integrate your CX platforms without custom investment



### Optimize Employee Performance

Give employees the tools they need to excel



### Reduce Operating Costs

Ensure all tools are operating efficiently and together



### Better Understand Your Data

Gain better insight from the data you already have



### Eliminate Technology Siloes

Replace siloed technology with a unified solution

## Our Elements

Each of our IP Solutions is carefully designed and developed to help you deliver an experience as exceptional as your organization, optimized to your industry and capable of growing with you.

### WFM Adapters

Reduce operating expenses and drive better customer experiences by leveraging the power of your existing WFM systems in the cloud.



**WFM Adapter for Genesys Cloud**



**WFM Adapter for Salesforce**



**Calabrio One Connector**



### Agent Desktops

Give your contact center agents the tools they need to provide exceptional customer experience with a unified view of interactions.



**OneView**



**InteractionSync for Genesys Cloud**

### Packaged Solutions

Personalize customer experiences and provide employees better insight with our packaged solutions.



**Smart Apps Cloud**



**Insights for Genesys Cloud**



**Microsoft Cloud for Healthcare**



**Digital Front Door for Healthcare**



**Launchpad for Commerce**

## Let's Explore Your CX Goals and Talk Best-fit Solutions

With over 40 years of experience as an industry leader and partnerships that span the world's top technology providers, TTEC Digital is uniquely suited to address your toughest CX challenges.

[Connect with an Expert](#) 