## SAP Litmos 🖂

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.

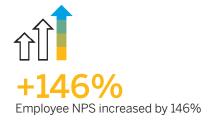
TTEC is all about the customer and employee experience. In addition to training their own employees, sales and service teams, TTEC provides Call Center Outsourcing Solutions for their clients and need to partner with a training provider to onboard and train Call Center Agents quickly and efficiently. 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 +1 (925) 251-2220 | sales@litmos.com

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company. These materials are provided for information only and are subject to change without notice. SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies. See www.sap.com/copyright for additional trademark information and notices.

+22%









<sup>© 2019</sup> SAP SE or an SAP affiliate company. All rights reserved