Welcome New Employees

in Initiatives

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Welcome to the first step in your TeleTech journey!

Whether you're a new customer experience associate or a new professional level employee (which we refer to as "P&E" for Professional & Enterprise) we're excited that you've joined our team.

In this space, you'll find resources that are particularly helpful to new employees. You'll also learn more about what we do, our history, values, programs, and more.

If you're a new P&E employee, you'll also find a link to a list of activities that you need to complete your first day and week to ensure you get off to a great start!

To begin, click on 📄 Learn about TeleTech to see how our company is structured and where you fit in. Then click on 📄 Action Items. After you've completed your Day One and Week One activities, explore the other links as you have time.

If you're a new associate, your onboarding will be customized by the client you support. Click 📄 here to learn more.

But first... our founder and CEO, Ken Tuchman, would like to personally welcome you all to the TeleTech family!

Featured Video

Onboarding Day 1: Welcome to TeleTech Video!

4 months ago by Nisha Mokshagundam

Update w description

💬 5 Comments, 281 Views

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All Employees

📄 Learn about TeleTech

📄 Your benefits

P&E Only

📄 Action Items

📄 P&E Professional development

📄 Systems and tools

📄 Policies and guides

Join the Discussion!

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💬 Onboarding Discussion: Let us know what you think!

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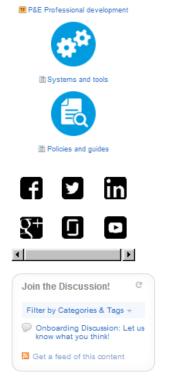
Below is sample copy for landing pages leading from the icons on the right-hand side of the Welcome New Employees page (screenshot above) of TeleTech's intranet site. I also wrote the copy for the Welcome page and created the Welcome video featured on that page.

Introduction to Our Benefits landing page

ICON (link to H&W space):

We've got you covered! TeleTech offers a variety of great benefits to keep you healthy – physically, mentally and financially--from health coverage and vacation time to employee discounts and wellness programs. Click on your country to get started.

ICON (link to landing page with list of payroll calendars)

Payroll Calendars

Who loves payday? Who loves a day off? We do! We do! To make it easier to know when coworkers around the world will not be in the office, we've provided payroll calendars/holiday schedules (link) for every TeleTech region.

Helpful links

Work Number (Proof of Employment) 2017 Employee Benefits Guide

Onboarding Policies and Guides landing page

New G&A Employees: Introduction to our Policies and Guides

Now for the most exciting part of any new job: Learning the policies and guidelines! Please review and follow these guiding principles to help us ensure we're presenting ourselves consistently and responsibly.

Social Media Policy

Interested in sharing your thoughts on TeleTech's social media sites about the terrific work we're doing and all the fun we're having? Great! But first, review these guidelines.

Email Signature Template

We strive to create a consistent brand in everything we do, right down to our signature line. Click here for our email template. Then simply copy and paste the correct signature block into your Outlook (under "Signature" on the "Message" tab) and replace with your personal information.

Culture Guide

This handbook was designed to help new employees like you make a smooth transition into our culture. In it, you'll learn a little bit about who we are and the values that guide our way.

Global Travel & Entertainment (T&E) and Procurement Card Policy

Some TeleTech employees are issued a P-Card (a purchasing credit card used to purchase goods or services) and/or a Travel and Entertaining (T&E) corporate credit card, used for business travel and entertainment purposes. If you plan to use either of these cards, please review this policy before you swipe.

Ethics Code Brochure

At TeleTech, one of our six core values is to "Do the Right Thing" which includes expecting the highest degree of integrity from ourselves and each other. Click here to learn more about the code of ethics that defines how we do business and the helpline we have in place to report ethics code violations.

Can't get enough policies?

To see more, click here to access PolicyIQ. Open the **Company Policies** folder and choose **Human Capital-US** or **Human Capital-International.**

Systems & Tools landing page

New G&A Employees: Introduction to our Systems & Tools

Learn about our Systems and Tools

TeleTech has many resources and tools available to our employees. Below, you'll find a description of the most common ones.

To access these systems, **click here for a list of user names and initial passwords**.

ICON

Mosaic is TeleTech's social intranet and collaboration platform. Use it to find information about the company, connect with leadership and coworkers, and grow your career. It also contains quick links to the tools listed on this page. Learn more here.

ICON

Oracle is where you'll find and update your employment records such as your personal records, payroll information and benefits information. Learn more here.

ICON

ASK Now is TeleTech's self-service portal that provides you with 24/7 access to information and resources and enables you to request assistance from various service groups such as Human Capital, IT, Marketing and Facilities. Learn more here.

ICON

iPay/ADP (Automatic Data Process) enables **US** employees to view pay statements easily and conveniently online or on a smart phone. Learn how to sign up here.

ICON

TeleTech University is Teletech's online learning platform. It gives employees access to a variety of courses and training opportunities and provides a user-friendly experience. Learn more here.

ICON

CareerPoint is TeleTech's performance management tool for all G&A employees. It's designed to help employees reach their full potential here at TeleTech. Learn more here.

ICON

Travel Desk

Plan to travel? On our online Travel Desk, you'll find travel agent contact information, our global travel policy, information about our online booking tools (including our corporate travel agency and booking tool, **Egencia**), and other helpful travel resources.

Helpful Links

- How to access your email remotely

- How to Sync Your Outlook to Your Mobile Phone

- How to submit an expense report