



TTEC Wins Five Awards for Cisco Partnership

November 6, 2018

Company recognized as Contact Center Partner of the Year for Overall Revenue and Cloud Contact Center Partner of the Year

DENVER, Nov. 6, 2018 /PRNewswire/ -- TTEC Holdings, Inc. (NASDAQ: TTEC), a leading global customer experience technology and services provider focused on the design, implementation and delivery of transformative solutions for many of the world's most iconic and disruptive brands, was recently recognized for several partnership achievements during the Cisco Customer Journey Solutions Summit.

During the awards program, TTEC was recognized for:

- 2018 Cloud Contact Center Partner of the Year
- 2018 Contact Center Partner of the Year - Overall Revenue
- 2018 Best Competitive Contact Center Win
- 2018 Contact Center Partner of the Year - US East Region
- 2018 Contact Center Partner of the Year - US South Region

With a relationship spanning more than 15 years, Cisco and TTEC partner to provide omnichannel solutions that support customer experience excellence across industries. TTEC has been recognized as the leading Cisco partner four times in the past five years and was recognized as Customer Care Partner of the Year at the Cisco Collaboration Summit earlier this year. Cisco recognized TTEC for demonstrated success with integrating third-party applications to deliver comprehensive solutions and a strong record of competitive wins.

"Demand for digital customer engagement solutions continues to grow and the success we have seen this year with rapid adoption of our Humanify™ Technology Platforms has been significant," said Steve Pollema, Senior Vice President, TTEC Digital. "Our business has experienced significant success by bringing to market solutions for omnichannel enablement and automation utilizing AI, workforce productivity optimization, and actionable customer experience analytics. We are honored by this recognition from our partner, Cisco, and look forward to continuing to collaborate with them to provide omnichannel solutions that support digital transformation in the customer experience."

Learn more about how Humanify™ Technology Platforms from TTEC power today's omnichannel customer experiences: <https://www.ttec.com/humanify-technology-platforms>

About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading global customer experience technology and services provider focused on the design, implementation and delivery of transformative solutions for many of the world's most iconic and disruptive brands. The Company delivers outcome-based customer engagement solutions through TTEC Digital, its digital consultancy that designs and builds human centric, tech-enabled, insight-driven customer experience solutions for clients and TTEC Engage, its delivery center of excellence, that operates customer acquisition, care, growth and digital trust and safety services. Founded in 1982, the Company's 47,800 employees operate on six continents across the globe and live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TTEC is bringing humanity to the customer experience, visit www.ttec.com.

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