



Six Ways to Scale Your Customer Service Operations

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Discover Which Outsourcing Solution is Right for Your Business and Customers

DENVER, Oct. 13, 2016 /PRNewswire/ -- Customer service outsourcing is a great way to improve the overall health of a business. Not only does it help elevate the customer experience, reduce service costs, and provide the flexibility and scalability that is so important in today's business environment, but also gives organizations the opportunity to spend more time focusing on their core business.

With all those benefits, it's no surprise that so many business leaders are turning to outsourcers for help managing their customer service operations. Trying to determine exactly which model to implement – offshore, onshore, at-home, or a combination of them all – can be overwhelming.

In this month's issue of [TeleTech's eNewsletter, Dialogue](#), learn how to choose the best outsourcing solution for your business – and your customers.

The October issue includes:

- An eBook that uncovers the [benefits of six customer service](#) outsourcing solutions.
- An overview of [seven lessons learned](#) from customer experience initiatives that fell flat.
- A look at [five ways to engage, inspire, and motivate](#) a millennial workforce.
- A link to the [new "CX in Action"](#) community.

The *Dialogue* eNewsletter is published 12 times a year and has been designed to inspire customer experience excellence. Each issue contains the best customer-centric thought leadership and in-depth research articles. [Click here](#) to subscribe.

ABOUT TELETECH

TeleTech is a leading global provider of customer experience, engagement and growth solutions. Founded in 1982, the Company helps its clients acquire, retain and grow profitable customer relationships. Using customer-centric strategy, technology, processes and operations, TeleTech partners with business leadership across marketing, sales and customer care to design and deliver a simple, more human customer experience across every interaction channel. Servicing over 80 countries, TeleTech's 41,500 employees live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TeleTech is bringing humanity to the customer experience, visit [TeleTech.com](#).

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