



TeleTech Named to Training Industry, Inc.'s 2017 "Training Outsourcing Companies Watch List"

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Company Recognized for Innovative Service Offerings and Global Footprint

DENVER, May 11, 2017 /PRNewswire/ -- [TeleTech Holdings, Inc.](#) (NASDAQ: TTEC), a leading global provider of customer experience, engagement and growth solutions delivered through a proprietary end-to-end Customer Engagement as a Service offering, has recently been named to Training Industry, Inc.'s 2017 "Training Outsourcing Companies Watch List." Training Industry produces the list annually as part of its mission to continually monitor the training marketplace for the best providers of training services and technologies.

"TeleTech appreciates this recognition from Training Industry," said Robert Jimenez, Executive Vice President, TeleTech Customer Strategy Services. "Engaged, competent and connected employees are the key to delivering exceptional customer experiences. Our consulting team is using our proprietary methodology with clients to develop new ways to attract, develop and inspire employees to become true brand ambassadors focused on building life-time relationships with their customers."

TeleTech is dedicated to helping companies deliver customer experiences that are simple, inspired and more human. Through our consulting offering, we have three award-winning practices that are bringing our clients a differentiated advantage: Strategy and Operations, Insights, and Learning and Performance. Collectively, these focus areas provide a roadmap for organizational alignment and action planning around the common objective of exceptional customer and employee experiences.

Selection to the 2017 Training Outsourcing Companies Watch List was based on the following criteria:

- Innovative service offerings
- Ability to provide services on a global basis
- Unique and proven approach to business process outsourcing (BPO) solutions
- Profile of clients

Our Learning and Performance practice works as a strategic partner with our clients to create optimal training programs, embedding company culture and brand values into all activities. This immersion provides employees with not only deep knowledge of company products and services but also connects them to a shared purpose – providing exceptional experiences for customers, which improves customer satisfaction and increases the company's bottom line. One leading mobile communications provider experienced a 22% increase in Net Promoter Score, as an example. For further details on this client success story and more, visit teletech.com/solutions/consulting.

For more information on Training Industry and to view the full 2017 "Training Outsourcing Companies Watch List," visit trainingindustry.com.

ABOUT TELETECH

TeleTech (NASDAQ: TTEC) is a leading global provider of customer experience, engagement and growth solutions delivered through a proprietary end-to-end Customer Engagement as a Service offering. 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. TeleTech's 48,000 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.

ABOUT TRAINING INDUSTRY, INC.

Training Industry spotlights the latest news, articles, case studies and best practices within the training industry, and publishes annual Top 20 and Watch List reports covering many sectors of interest to the corporate training function. Our focus is on helping dedicated businesses and training professionals get the information, insight and tools needed to more effectively manage the business of learning.

Investor Contact Media Contact

Paul Miller	Olivia Griner
303.397.8641	303.397.8999

TeleTech®

To view the original version on PR Newswire, visit: <http://www.prnewswire.com/news-releases/teletech-named-to-training-industry-incs-2017-training-outsourcing-companies-watch-list-300455228.html>

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