# CX Leader TTEC Wins Nine Stevie® Awards for Customer Experience Excellence

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**Receives Gold for Contact Center or Customer Service Outsourcing Provider of the Year**

DENVER, March 6, 2018 /PRNewswire/ -- TTEC (NASDAQ: TTEC) a global customer experience company that designs, builds and operates captivating omnichannel customer experiences on behalf of the world's most prestigious and innovative brands was recently recognized for customer service excellence, earning a total of nine Stevie® awards during the 12th annual Stevie Awards for Sales and Customer Service program.

The company received awards spanning a breadth of customer experience categories, including:

Gold Stevie

- Contact Center or Customer Service Outsourcing Provider of the Year
- Customer Service or Call Center Consulting Practice of the Year

Silver Stevie

- Customer Service or Call Center Training Practice of the Year
- Award for Innovation in Customer Service

"We are honored by the recognition of the Stevie Awards for the results that we achieve in partnership with our clients. It speaks to the value of the business outcomes we deliver together," said Marty DeGhetto, Chief Operations Officer, TTEC. "We are proud to serve as a strategic partner in customer experience operations, helping clients increase revenue, reduce costs and build customer lifetime value and affinity by combining the compassion and creativity of human talent with the convenience and efficiency of technology."

"In this hyper-connected world, companies need the ability to design a customer experience strategy and bring it to life through 'best in class' training and development programs. Enterprises are drowning in the amount of data and content that their employees are having to connect. Our training and development platform is focused on orchestrating knowledge management, content management and CRM systems into centralized, usable repositories," said Robert Jimenez, Executive Vice President, TTEC Digital. "This Gold Stevie award recognizes the importance of combining strategy, technology and operations to empower the brand ambassadors who deliver captivating customer engagement each day."

Additionally, the company was recognized with Bronze Stevies for:

- Sales Outsourcing Provider of the Year
- Sales Training Practice of the Year
- Incentive, Rewards, or Recognition Provider of the Year
- Sales or Customer Service Solutions Technology Partner of the Year
- Best Use of Technology in Sales

As noted by the judges during the review process, TTEC has an "Impressive track record for customer service excellence and an amazing list of awards with training programs that are critical for great customer experience. Great company, great solutions."

This is the seventh year that TTEC has been recognized by the Stevie awards program.

The Stevie Awards for Sales & Customer Service are the world's top honors for customer service, contact center, business development and sales professionals. The Stevie Awards organizes seven of the world's leading business awards programs, also including the prestigious American Business Awards℠ and International Business Awards®.

The awards were presented to honorees during a gala banquet on Friday, February 23 at Caesars Palace in Las Vegas, NV. More than 600 executives from the U.S.A. and several other nations attended. More than 2,500 nominations from organizations of all sizes and in virtually every industry were evaluated in this year's competition. Winners were determined by the average scores of more than 150 professionals worldwide in seven specialized judging committees.

For more information on TTEC's outcome-based customer engagement solutions, visit **http://www.ttec.com/solutions**

**About TTEC (pronounced T-tec):**
TTEC (NASDAQ: TTEC) is a global customer experience company that designs, builds and operates omnichannel customer experiences on behalf of leading brands across the world. The Company provides outcome-based customer engagement solutions through TTEC Digital, its digital consultancy that creates 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 49,500 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

**About the Stevie Awards**
Stevie Awards are conferred in seven programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, The American Business Awards, The International Business Awards®, the Stevie Awards for Great Employers, the Stevie Awards for Women in Business and the Stevie Awards for Sales &

Customer Service. Stevie Awards competitions receive more than 10,000 entries each year from organizations in more than 60 nations. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at www.StevieAwards.com.

Sponsors of the 12th annual Stevie Awards for Sales & Customer Service include HCL Financial Services, Rant & Rave, Sales Partnerships, Inc. and ValueSelling Associates, Inc.


| **Investor Contact** | **Media Contact** |
| --- | --- |
| Paul Miller | Olivia Griner |
| +1.303.397.8641 | +1.303.397.8999 |


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