



Global CX Leader TTEC to Open New Humanify™ Customer Engagement Center in Gwinnett County, Georgia

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500 new customer care and omnichannel interaction management associate positions will support local economy

DENVER, June 27, 2018 /PRNewswire/ -- TTEC (NASDAQ: TTEC), a leading global customer experience technology and services provider focused exclusively on the design, implementation and delivery of transformative solutions for many of the world's most iconic and disruptive brands, joined Partnership Gwinnett today to announce that it will open its latest Humanify Customer Engagement Center in Gwinnett County, metro Atlanta, Georgia. The announcement represents 500 new jobs and \$2 million in capital investment for the community.

The company viewed the Atlanta market as a prime option for providing customer experience services including customer care and support. Rather than build a new property, the company opted to lease a nearly 31,000 square foot facility at 3100 Breckinridge Blvd in Gwinnett County, Georgia with a layout that was well aligned to the company's proposed center design.

"Atlanta provided an excellent market opportunity to create a new Humanify Customer Engagement Center, given its outstanding labor force. We've seen great work from our Humanify @home team members located in Georgia and look forward to extending our footprint in the state," said Martin DeGhetto, Chief Operating Officer, TTEC. "Utilizing such a large, unoccupied space with existing infrastructure that aligns well with our typical center design allows us to also move quickly in completing necessary updates and begin further hiring within the market."

TTEC anticipates creating up to 500 jobs at this center with the potential for further expansion in the Atlanta market. The company is actively hiring customer experience representatives, along with other key support positions. Employees will benefit from the opportunity to support a global company, potential career advancement, competitive pay, exciting employee rewards and bonuses and an interactive work environment. This location also provides ready access to other local businesses, food trucks and outdoor recreation areas.

"Companies recognize Gwinnett's economic viability and pro-business climate is unparalleled," said Gwinnett County Board of Commissioners Chairman, Charlotte Nash. "We are proud TTEC has committed to bring jobs and investment into our community and look forward to their success."

TTEC's expansion to Gwinnett is the result of a collaborative effort by the State of Georgia, Atlanta Regional Commission, Gwinnett Technical College and Partnership Gwinnett.

"We are proud to welcome TTEC to Georgia," said Georgia Department of Economic Development Commissioner Pat Wilson. "Our state has become a magnet for technology driven companies, and we are thrilled that TTEC has chosen Gwinnett County. We look forward to supporting the company as they benefit from our highly skilled workforce."

"To have a leading company like TTEC choose to expand their operations in Gwinnett County is a testament to our robust business climate," said Megan Wing, Technology and Life Sciences Project Manager for Partnership Gwinnett. "As one of the fastest-growing communities in the southeast, Gwinnett has the talented workforce needed for this great company."

For more information about Partnership Gwinnett and economic development efforts in Gwinnett County, please visit www.partnershipgwinnett.com.

For more information about TTEC, upcoming hiring fairs and to apply to work at the new Humanify customer engagement center in Atlanta, please visit ttecjobs.com.

About TTEC

TTEC (NASDAQ: TTEC) is a leading global customer experience technology and services provider focused exclusively 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 50,500 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 Partnership Gwinnett

Partnership Gwinnett is a public-private initiative dedicated to bringing new jobs and capital investment to Gwinnett County, Georgia. Since 2006, Partnership Gwinnett has worked with its local partners to attract and retain jobs, cultivate capital investment, support educational institutions, foster workforce development and contribute to the exceptional quality of life found in Gwinnett. Fueled by the support of over one hundred companies, municipalities, Gwinnett County, K-12 and higher education systems, the mission of Partnership Gwinnett is to strengthen the community's diverse economy to compete in the global marketplace and position Gwinnett as the premiere place to live, work and play.

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