



## TTEC Wins Six Stevie® Awards, Recognized for Customer Experience Excellence in Multiple Categories

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### Company takes home recognition for solutions including consulting, technology, care and growth services

DENVER, April 2, 2019 /PRNewswire/ -- TTEC Holdings, Inc. (NASDAQ: TTEC), a leading global customer experience technology and services company focused on the design, implementation and delivery of transformative solutions for many of the world's most iconic and disruptive brands, today announced that it recently earned a total of six awards during the 13<sup>th</sup> annual Stevie® Awards for Sales and Customer Service program.

The company earned three Silver Stevie Awards for:

- Contact Center or Customer Service Outsourcing Provider of the Year
- Sales or Customer Service Solutions Technology Partner of the Year
- Best Use of Technology in Sales

"We are honored to be receiving Stevie award recognition for the eighth year in a row, with multiple award wins that represent the breadth and depth of TTEC's customer experience technology and services," said Judi Hand, Chief Revenue Officer, TTEC. "As a strategic partner to our clients, we are happy to be recognized for the results our clients are seeing as we help them to develop omnichannel strategies and implement new technologies such as AI, ML, and RPA which are resulting in increased customer satisfaction and maximizing customer acquisition, growth and retention."

In addition, the company received Bronze Stevie Award recognition for Customer Service or Call Center Training Practice of the Year, Leadership or Management Training Practice of the Year and Sales Outsourcing Provider of the Year.

As noted by the judges during the review process, TTEC has "excellent customer engagement solutions for human, digital and automated customer engagement, and displays smart use of data analytics and algorithms to analyze patterns in customer behavior and deliver relevant offers."

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 organization stages seven of the world's leading business awards programs, including the prestigious American Business Awards® and International Business Awards®. More than 2,700 nominations from organizations of all sizes were evaluated in this year's competition. Finalists were determined by the average scores of more than 150 professionals worldwide in seven specialized judging committees.

For more information on TTEC's award-winning customer engagement solutions, visit <http://www.ttec.com/solutions>

#### About TTEC:

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading global customer experience technology and services company focused on the design, implementation and delivery of transformative customer experience 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, fraud prevention and detection, and content moderation services. Founded in 1982, the Company's 52,400 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](http://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 12,000 entries each year from organizations in more than 70 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 <http://www.StevieAwards.com>.

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