



## TTEC EMEA wins a Gold at the European Contact Centre & Customer Service Awards 2021

November 29, 2021

ENGLEWOOD, Colo. and LONDON, Nov. 29, 2021 /PRNewswire/ -- **TTEC Holdings, Inc.** (NASDAQ: TTEC), one of the largest global customer experience (CX) technology and services innovators for end-to-end digital CX solutions, today announced its won a 2021 European Contact Centre & Customer Service Award (ECCCSA) in recognition of its contact centre innovation and exceptional customer experience provided to leading European clients.

TTEC won Best Multi-Lingual Contact Centre for TTEC Athens for the delivery of exceptional customer experience solutions in over 20 languages, embracing different cultures in an efficient and effective customer and colleague focused contact centre operation. The much-coveted European awards programme is in its 21<sup>st</sup> year and recognises organisations across Europe that are leading the way in delivering exceptional service to customers.

"TTEC EMEA is delighted to have our teams across Europe recognised as they deliver exceptional CX solutions for our clients," said Alistair Niederer, Head of TTEC EMEA. "Earning this market-leading recognition from ECCCSA is a prestigious accolade, and we appreciate their acknowledgement of TTEC's ability to continually innovate to improve the customer experience and operate efficiently and effectively."

In addition to the award-winning category, TTEC and its experts were finalists in 6 other categories including;

- Best Innovation in Customer Service for their work with Volkswagen Group UK
- Best Outsourcing Partnership with Volkswagen Group UK
- Most Effective Digital Customer Experience (CX)
- Best Customer Service Team for their team in Leeds.
- Outsourced Contact Centre of the Year for their contact centre in Leeds.
- Contact Centre of the Year for their contact centre in Leeds.

Today's announcement follows an [outstanding year for TTEC EMEA winning many awards](#) for their digital first customer experience solutions, partnership with an automotive provider and their new Leeds contact centre, all of which were achieved across various leading CX industry award programmes.

### Notes to editors;

For media enquiries for TTEC EMEA please contact Tina Stanley, TSA PR [tina@tinastanleyassoc.com](mailto:tina@tinastanleyassoc.com) or +44 (0) 7909 967 657

### About TTEC:

TTEC Holdings, Inc. (NASDAQ: TTEC) is one of the largest, global CX (customer experience) technology and services innovators for end-to-end, digital CX solutions. The company delivers leading CX technology and operational CX orchestration at scale through its proprietary cloud based CXaaS (Customer Experience as a Service) platform. Serving iconic and disruptive brands, TTEC's outcome-based solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next gen digital and cognitive technology, the company's Digital business designs, builds, and operates omnichannel contact centre technology, conversational messaging, CRM, automation (AI / ML and RPA), and analytics solutions. The company's Engage business delivers digital customer engagement, customer acquisition & growth, content moderation, fraud mitigation, and data annotation solutions. Founded in 1982, the Company's singular obsession with CX excellence has earned it leading client NPS scores across the globe. The company's nearly 62,300 employees operate on six continents and bring technology and humanity together to deliver happy customers and differentiated business results. To learn more visit us at <https://www.ttec.com/emea>.



 View original content to download multimedia: <https://www.prnewswire.com/news-releases/ttec-emea-wins-a-gold-at-the-european-contact-centre--customer-service-awards-2021-301432898.html>

SOURCE TTEC Holdings, Inc.