



TTEC Digital Recognized as Genesys 2024 CX Evolution Partner of the Year

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AUSTIN, Texas, April 3, 2025 /PRNewswire/ -- TTEC Holdings Inc. (NASDAQ: [TTEC](#)), a leading global CX (customer experience) technology and services innovator for AI-enabled CX, today announced that [TTEC Digital](#) was honored with the 2024 CX Evolution Partner of the Year Award from Genesys®, a global cloud leader in experience orchestration.

"This award recognizes our industry-leading CX transformation capabilities and unique position as a trusted advisor."

"TTEC Digital is thrilled to be recognized as the CX Evolution Partner of the Year by Genesys," said Tiffany Moses Gschwendtner, global Genesys practice lead at TTEC Digital. "Throughout our long tenure with Genesys, TTEC Digital has led a significant number of customers to the cloud. We've also proven that we're more than a migration partner. This award recognizes our industry-leading end-to-end CX transformation capabilities and unique position as a trusted advisor."

The CX Evolution Partner of the Year Award honors a Genesys partner who has demonstrated deep capabilities within the Genesys ecosystem to help customers migrate to the cloud, modernize their contact center operations, integrate digital channels and artificial intelligence, and empower digital transformation. This award marks the 15th time TTEC Digital has been recognized by Genesys in a Partner of the Year category. TTEC Digital was also named the 2023 [Ascend North America Partner of the Year](#) by Genesys.

TTEC Digital is a Genesys Platinum Partner with more than 25 years of partnership. The company has more than 300 employees dedicated to serving Genesys clients and more than 400 Genesys certifications. TTEC Digital offers a wide range of AI-enabled solutions and managed services, including CRM, contact center modernization, workforce enablement enhancements, customer experience transformation, and data and analytics solutions.

More information about TTEC Digital's partnership with Genesys is available online at: TTECDigital.com/partners/genesys.

About TTEC

TTEC (pronounced T-TEC) Holdings, Inc. (NASDAQ: TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enabled digital CX solutions. 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 technology, the Company's TTEC Digital business designs, builds, and operates omnichannel contact center technology, CRM, AI, and analytics solutions. The Company's TTEC Engage business delivers AI-enhanced customer engagement, customer acquisition and growth, tech support, back office, and fraud prevention services. Founded in 1982, the Company's singular obsession with CX excellence has earned it leading client, customer, and employee satisfaction scores across the globe. The Company's 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 ttec.com.

Media Contact:

Meredith Matthews

meredith.matthews@ttec.com

+1 281-770-2566



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