



## TeleTech to Open Second Customer Experience Center in Paducah, Kentucky

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### *Second Site Expands Presence and Adds to Job Growth in The State*

DENVER--(BUSINESS WIRE)--Nov. 20, 2012-- [TeleTech Holdings](#), Inc. (NASDAQ: TTEC), a leading global provider of technology-enabled customer experience solutions, today announced that it is expanding its presence in Kentucky by opening a second state-of-the-art customer experience center in Paducah. In May, TeleTech announced a site opening in Hopkinsville.

The Paducah customer experience center will occupy two separate buildings: one in the historic downtown area and the second building will be built in the commerce park area. Construction on the 30,000 square foot building in the commerce park is expected to begin in January 2013.

"We're excited to expand our commitment to the state of Kentucky," said Kenneth Tuchman, chairman and chief executive officer of TeleTech. "The talented labor force in the state will help us deliver exceptional support to our Fortune 1000 clients and their customers."

TeleTech will offer a range of positions in Paducah including trainers, human capital managers, talent acquisition specialists, facilities managers, senior desktop support technicians, team leads, business analysts, service delivery managers and customer service representatives. For more information about the positions with TeleTech, visit [www.telettechjobs.com](http://www.telettechjobs.com).

TeleTech is a pioneer in the customer experience management industry. The Company's technology-enabled platform has been architected to create a differentiated customer experience across multiple channels and through the different phases of the customer lifecycle.

"Paducah is pleased to partner with TeleTech to attract their investment in our community," said Chad Chancellor, President and CEO, Paducah Economic Development. "We look forward to working with TeleTech for many years to sustain their profitability and growth here." To see comments from some of Paducah's leading officials, see the news from [Paducah Economic Development](#).

### **ABOUT TELETECH**

Celebrating its 30<sup>th</sup> year in business, TeleTech and its subsidiaries have helped the world's most successful companies design, enable, manage and grow customer value through the delivery of superior customer experiences across the customer lifecycle. As the go-to partner for the Global 1000, the TeleTech group of companies delivers technology-enabled solutions that maximize revenue, transform customer experiences and optimize business processes. From strategic consulting to operational execution, our more than 41,000 employees drive success for clients in the communications and media, financial services, government, healthcare, technology, transportation and retail industries. Through the TeleTech Community Foundation, the company leverages its innovative leadership to ensure that students in underserved communities around the globe have access to the tools and support they need to maximize their educational outcomes. For additional information, please visit <http://www.telettech.com>.



Source: TeleTech Holdings, Inc.

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