



## **eLoyalty Recognized by Cisco for Excellence in Customer Satisfaction in the United States**

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DENVER, March 5, 2014 /PRNewswire/ -- eLoyalty, a part of TeleTech's Customer Technology Services division, announced today that it has achieved a Customer Satisfaction Excellence Gold Star from Cisco. This designation recognizes eLoyalty for delivering outstanding customer service to customers in the United States.

"We are honored to receive Cisco's Customer Satisfaction Excellence Award for the seventh year in a row. As a certified Cisco Gold partner, eLoyalty, takes great pride in providing best-in-class cloud and on-premise contact center solutions to our clients," said Steve Pollema, President and General Manager of eLoyalty, part of TeleTech's technology division. "This award symbolizes our team's hard work and dedication to provide transformational customer engagement solutions for our clients."

Cisco measures the customer satisfaction levels achieved by its Gold, Silver, and Premier Certified partners based on regional target goals, providing a weighted average of a partner's pre- and post-sales support over a rolling 12-month period. Partners that achieve outstanding customer satisfaction are awarded the Customer Satisfaction Excellence Gold Star and can be found using the advanced search menu in the Cisco [Partner Locator](#).

The Cisco Resale Channel Program provides a framework for partners to build the sales, technical, and Cisco Lifecycle Services skills required to deliver Cisco solutions to end customers. Through the program's specializations and certifications, Cisco recognizes a partner's expertise in deploying solutions based on Cisco advanced technologies and services. Using a third-party audit process, the program validates partner qualifications such as technology skills, business best practices, customer satisfaction, and presales and post-sales support capabilities - critical factors in choosing a trusted partner.

### **Find More Information Online:**

[Cisco Certified Partners](#)  
[Customer Satisfaction](#)

### **About eLoyalty**

eLoyalty, LLC, a wholly-owned subsidiary of TeleTech Holdings, Inc., is recognized industry-wide for 20 years of technical expertise in transforming customer management environments for a wide variety of multinational clients. eLoyalty has unparalleled experience and qualifications with managed on-premise and cloud multichannel contact center solutions, as well as virtual store and branch integration. Enterprises that require advanced voice and data technologies integrated with customer-focused business design turn to eLoyalty for consulting services, systems integration, application development, monitoring, and managed services. Drawing on relationships with industry leaders like Cisco Systems, eLoyalty blends their services with industry-leading hardware and software applications to deliver best-in-class solutions. For more information, visit eLoyalty on the web at <http://www.eloyalty.com/>.

### **ABOUT TELETECH**

TeleTech, founded in 1982, is a leading global provider of analytics-driven, technology-enabled services that puts customer engagement at the core of business success. The Company offers an integrated platform that combines analytics, strategy, process, systems integration, technology and operations to simplify the delivery of the customer experience for Global 1000 clients and their customers. This holistic multichannel approach improves customer satisfaction, increases customer loyalty and drives long-term profitability and growth. From strategic consulting to operational execution, TeleTech's more than 41,000 employees speaking over 50 languages, deliver results for clients in the automotive, 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.teletech.com/>.

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