



## TeleTech Recognized with Seven 2015 Stevie® Awards for Sales & Customer Service

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### Client Partnerships with Intuit, Google, Mtel and Vodafone Honored for Customer Experience Excellence

DENVER, March 5, 2015 /PRNewswire/ -- [TeleTech](#) Holdings, Inc. (NASDAQ: TTEC), a leading provider of customer experience, engagement and growth solutions, today announced that it was honored with seven Stevie® Awards in the ninth Annual Stevie® Awards for Sales & Customer Service. Revana, part of TeleTech's Growth Services division, received a Gold Stevie Award for Sales Growth Achievement of the Year and Sofica, part of TeleTech's Customer Care division, was named National Sales Team of the Year and also received a Gold Stevie.

"We're honored and proud to be recognized with a record of seven Stevie Awards this year," said Keith Gallacher, executive vice president of Global Markets and Industries, TeleTech. "Providing an exceptional experience across the customer lifecycle from sales to care is increasingly becoming a brand differentiator. This recognition demonstrates that our holistic customer engagement platform is delivering results for our clients in all facets of our business from strategic consulting to growth services to customer care management."

Along with the two Gold Stevie awards, Revana was recognized with an additional Silver and Bronze Stevie and Sofica was recognized with two more Bronze Stevie awards. rogenSi, part of the Customer Strategy Services division of TeleTech, was also honored with a Silver Stevie award.

**Gold:** In the Sales Growth Achievement of the Year category, Revana's work with Intuit was recognized with a Gold award. Revana has supported 100 percent of Intuit's U.S. Quickbooks online chat sales volume since 2014 resulting in a 25 percent increase of units sold and 54 percent increase in chat influenced volume revenue.

**Gold:** In the National Sales Team of the Year category, a Gold Stevie was awarded to Sofica for its long-term partnership with the Bulgarian telecom operator Mtel offering impeccable customer engagement solutions. As a result of Sofica's efforts, over 714 percent growth and a net promoter score of 9.5 were achieved by the team.

**Silver:** In the Sales Training or Coaching Program of the Year category, rogenSi was presented a Silver award for its design and execution of two training programs for Vodafone focused on the sales and mindset components critical to delivering a memorable customer experience in-store.

**Silver:** For the fourth year in a row, Revana was recognized as Sales Outsourcing Provider of the Year with a Silver Stevie award. Revana has consistently demonstrated its unwavering commitment to its clients and their customers resulting in double digit revenue growth in 2014.

**Bronze:** In the Customer Service Team of the Year – Recovery Situation category, Sofica earned a Bronze award for the creation and delivery of a new training and quality assurance program for its customer service agents.

**Bronze:** Sofica's Borislav Radoslavov was honored with a Bronze award in the Sales Representative of the Year - Business Services Industries category for his focus on responding to customer needs and tremendous success in completing over 550 sales in just over a year.

**Bronze:** In the Telesales Team of the Year category, Revana won a Bronze Stevie in recognition of its work with Google on a new way to acquire and retain advertisers that had previously quit advertising. A successful pilot grew revenue 138 percent over four quarters.

The Stevie Awards for Sales & Customer Service are the world's top sales awards, business development awards, contact center awards, and customer service awards. The Stevie Awards organizes several of the world's leading business awards shows including the prestigious American Business Awards<sup>SM</sup> and International Business Awards<sup>SM</sup>.

"Entries to the Stevie Awards for Sales & Customer Service awards have more than doubled over the past three years," said Michael Gallagher, president and founder of the Stevie Awards. "The widespread support of this program illustrates the importance of the functions it recognizes to business success. This year's Stevie Award winners are the highest rated in the history of the awards, and we congratulate all of the winners on their commitment to excellence and innovation."

Details about the Stevie Awards for Sales & Customer Service and the list of Stevie winners in all categories are available at [www.StevieAwards.com/sales](http://www.StevieAwards.com/sales).

#### ABOUT TELETECH

TeleTech is a leading global provider of customer experience, engagement and growth solutions. Founded in 1982, the Company helps its clients acquire, retain and grow profitable customer relationships. Using customer-centric strategy, technology, processes and operations, TeleTech partners with business leadership across marketing, sales and customer care to design and deliver a simple, more human customer experience across every interaction channel. Servicing over 80 countries, TeleTech's 46,000 employees live by a set of customer focused values that guide relationships with clients, their customers, and each other. To learn more about how TeleTech is bringing humanity to the customer experience visit [TeleTech.com](http://TeleTech.com).

#### ABOUT THE STEVIE AWARDS

The Stevie Awards are conferred in six programs: The American Business Awards, the German Stevie Awards, The International Business Awards, the Stevie Awards for Women in Business, the Stevie Awards for Sales & Customer Service, and the Asia-Pacific Stevie Awards. 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>, and follow the Stevie Awards on Twitter @TheStevieAwards.

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