



TeleTech Launches Customer Engagement OnAvaya™ Cloud Offering for Contact Centers

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New Offering to Help Clients Drive Customer Experience Objectives Through Access to a Robust Set of Tools and Applications available in a Simple, Scalable Model

DENVER, March 16, 2015 /PRNewswire/ -- [TeleTech](#) Holdings, Inc. (NASDAQ: TTEC), a leading provider of customer experience, engagement and growth solutions, today announced that Technology Solutions Group (TSG), part of TeleTech's Customer Technology Services division, is launching a Customer Engagement OnAvaya™ cloud offering as part of its growing customer experience solutions portfolio.

The new offering leverages the virtualized capabilities of the Avaya Aura® platform to deliver Avaya's flagship contact center applications in a cloud-based service model. The Avaya Aura platform includes Communication Manager, Contact Center Elite, Avaya Call Recording and Elite Multi-Channel applications.

"TeleTech has long set a standard for providing customers with best-in-class customer service support," said Joe Manuele, senior vice president and general manager, Global Cloud Services, at Avaya. "We are pleased to play a part in TeleTech's continued growth with our Customer Engagement OnAvaya cloud-based solution to its worldwide customer base."

TeleTech will be able to extend this robust feature set of tools, applications and services to its customers in a simple, pay-as-you-use monthly utility pricing model. The shift to an operating expense model will offer TeleTech clients greater flexibility to scale up or down with business needs and better manage financial impacts.

"TeleTech's new cloud offering will help our clients drive their customer experience objectives by giving them access to industry-leading multichannel technology in an easily scalable, operationalized model," said Steve Pollema, general manager of TeleTech Customer Technology Services. "This allows them to leverage the tools they need to deliver exceptional customer experience outcomes in a way that fits their business model, but doesn't require large capital expenditures."

Initially available in the U.S., the offer will be expanded over the next 18 months to provide even broader services and global reach.

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](#).

ABOUT AVAYA

Avaya is a leading provider of solutions that enable customer and team engagement across multiple channels and devices for better customer experience, increased productivity and enhanced financial performance. Its world-class contact center and unified communications technologies and services are available in a wide variety of flexible on-premises and cloud deployment options that seamlessly integrate with non-Avaya applications. The Avaya Engagement Environment enables third parties to create and customize business applications for competitive advantage. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information please visit [www.avaya.com](#).

Certain statements contained in this press release may be forward-looking statements. These statements may be identified by the use of forward-looking terminology such as "anticipate," "believe," "continue," "could," "estimate," "expect," "intend," "may," "might," "plan," "potential," "predict," "should" or "will" or other similar terminology. We have based these forward-looking statements on our current expectations, assumptions, estimates and projections. While we believe these are reasonable, such forward looking statements involve known and unknown risks and uncertainties, many of which are beyond our control. These and other important factors may cause our actual results to differ materially from any future results expressed or implied by these forward-looking statements. For a list and description of such risks and uncertainties, please refer to Avaya's filings with the SEC that are available at [www.sec.gov](#). Avaya disclaims any intention or obligation to update or revise any forward-looking statements.

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Investor Contact Media Contact

Paul Miller Elizabeth Grice
303.397.8641 303.397.8507

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