



## Customer Experience Excellence is Driven from Within

October 8, 2015

### Success Requires Alignment Around the Customer Experience to Bring an Organization's Vision to Life

DENVER, Oct. 8, 2015 /PRNewswire/ -- Most business leaders have a vision for how to improve the customer experience, and a plan for how to get there. They've even taken the time to outline all the tools that they think they'll need to make the vision a reality – from new technologies and analytics to systems and operations.

Unless the entire organization is aligned around the same vision, bringing it to life will be almost impossible. This month, [TeleTech](#)'s redesigned eNewsletter, *Dialogue*, takes a close look at the tools and strategies business leaders need to transform their organizations into brands that win the hearts of customers – across every channel, every time.

The October issue includes:

- A free, downloadable chapter from TeleTech Consulting's new book, "Drivers."
- An app that unveils [tips and coaching questions](#) that will help business leaders transform their organizations.
- Advice on [what organizations can do](#) to meet any gaps in the mobile customer experience.
- A guide for how to [handle rising customer expectations](#) and position an organization for success.
- A look at how business leaders can [create an environment](#) where customer loyalty can easily grow.
- A story about how [Vodafone revolutionized its retail service](#), resulting in a 22 percent increase in NPS.

The *Dialogue* eNewsletter is published 12 times a year and has been designed to inspire customer experience excellence. Each issue contains the best customer-centric thought leadership and in-depth research articles. [Click here](#) to subscribe.

#### ABOUT TELETECH

TeleTech (NASDAQ: TTEC) 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 40,000 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](#).

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