



eLoyalty Recognized by Cisco as Cloud Contact Center Partner for the Americas for Second Consecutive Year

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Company Also Honored as Top Contact Center Partner in East and West; Awards Reflect Achievements in Contact Center Technology and Ability to Create Unique Customer Experiences

DENVER, Nov. 9, 2015 /PRNewswire/ -- [eLoyalty](#), part of [TeleTech](#) Technology, today announced the company has been recognized by Cisco as their Cloud Contact Center Partner of the Year, Americas for the second year in a row. eLoyalty was also named Contact Center Partner of the Year in the East and West regions. The awards were presented at the 2015 Cisco Americas Customer Collaboration Sales Summit in New Orleans.

eLoyalty was honored as Cloud Contact Center Partner of the Year, Americas and the top Contact Center Partner in the East and West based on driving the most contact center sales volume for Cisco than any other U.S. partner overall and in both territories. In addition to driving sales volume, Cisco cited eLoyalty's most valuable differentiation as the ability to create unique customer experiences and to deliver business outcomes.

"It is an honor to be recognized by Cisco for our achievements in cloud contact center technology and the value we bring to our clients," said Steve Pollema, senior vice president, TeleTech Technology. "The recognition as Cloud Contact Center Partner for the Americas and Contact Center Partner of the Year in the East and West is a reflection of our shared mutual success with Cisco in delivering meaningful technology solutions. Even more rewarding is Cisco's acknowledgement that driving our success is our ability to create unique customer experiences."

ABOUT ELOYALTY, LLC

eLoyalty, LLC, a wholly owned subsidiary of TeleTech Holdings, Inc., is recognized industry-wide for 25 years in transforming customer management environments for a wide variety of multinational clients across a variety of industries. eLoyalty has unparalleled experience and qualifications with managed on-premises and cloud multichannel contact center solutions, as well as virtual store and branch integration. Organizations that require advanced voice, data, and multichannel technologies integrated with customer experience strategy turn to eLoyalty for consulting and professional services, systems integration, application development, monitoring, managed services, and transformational customer experience solutions. 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 [eloyalty.com](#).

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](#).

Investor Contact	Media Contact
Paul Miller 303.397.8641	Elizabeth Grice 303.397.8507

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