



TeleTech Recognized With Nine 2016 Stevie® Awards for Sales & Customer Service

March 14, 2016

Revana AQ360 Named Product of the Year; Client Partnerships With Axtel and HP Inc. Honored

DENVER, March 14, 2016 /PRNewswire/ -- [TeleTech](#) Holdings, Inc. (NASDAQ: TTEC), a leading provider of customer experience, engagement and growth solutions, has announced that it was honored with a record of nine Stevie® Awards in the tenth annual Stevie® Awards for Sales & Customer Service. Revana, part of TeleTech's Growth Services division, received two Gold Stevie Awards for New Marketing Solution and Sales Operations Team of the Year. The Stevie Awards for Sales & Customer Service are the world's top sales, business development contact center and customer service awards.

"Being acknowledged with five awards for Revana including a Gold Stevie for our AQ360SM Solution and another Gold for Sales Operations Team of the Year is a great honor," said Judi Hand, executive vice president of TeleTech Growth Services. "Revana's success is tied directly to our clients' business outcomes and this recognition illustrates that our digital marketing and sales solutions are driving results across the board."

"We're honored to be recognized again this year with four Stevie awards for Sofica, our Customer Management Services division based in Europe," said Marty DeGhetto, executive vice president of TeleTech Customer Management Services. "The award celebrates our incredible team and their ability to combine the best people, processes, and technology to deliver amazing customer experiences across every channel our clients' customers choose."

Along with the two Gold Stevie awards, both Revana and Sofica were recognized with additional Silver and Bronze Stevies including:

Gold: In the New Marketing Solution category, Revana AQ360's "A Search-to-Sales Solution for the Digital Age" was awarded a Gold Stevie. The closed-loop digital marketing and sales ecosystem enables a real-time, 360-degree view of a customer's online journey. By providing sales teams with deeper insights about prospects' pre-sale online activities Axtel, one of the leading communications providers in Mexico, has realized a 2X improvement in sales conversions leveraging the AQ360 solution.

Gold: In the Sales Operations Team of the Year category, Revana's sales operations team was recognized with a Gold Award. Revana's efforts led to the expansion and seamless integration of new work scopes for a large shipping leader hiring over 250 new sales agents in eight weeks. This team went on to achieve sales targets resulting in 300 percent ROI and over \$40 million in incremental revenue.

Silver: For the fifth year in a row, Revana was recognized as Sales Outsourcing Provider of the Year. Revana's 20+ years of sales and digital performance marketing best practices helped generate \$3 Billion in revenue for their clients in 2015. In addition, their clients rated them an all-time high of +67 NPS.

Silver: In the Front-Line Customer Service Team of the Year category, Sofica earned a Silver Award for their strong partnership with Plus500. Sofica continues to provide real-time support and consultancy in continuous service improvement.

Silver: In the Best Use of Technology category, Revana, with their client Axtel Communications, were presented a Silver Award for sales performance leveraging Revana AQ360. In just ten weeks the Revana AQ360 solution generated dramatic improvements in digital marketing and sales performance for Axtel.

Silver: Sofica's Asparuh Popov was honored with a Silver Award in the Young Customer Service Professional of the Year category for his continuous achievement and motivation in delivering superior customer service.

Bronze: In the Contact Center of the Year – Business Services Industry category, Sofica won a Bronze Stevie in recognition of the outstanding value and solutions delivered to clients through world-class talent, processes, and technology that help them ensure operational excellence.

Bronze: In the Customer Service Complaints Team of the Year category, the Sofica Hewlett Packard Customer Relations Team earned a Bronze Award for their operational excellence and success in customer loyalty and retention.

Bronze: In the National Sales Team of the Year category, Revana was honored with a Bronze Award for dramatically increasing advertising revenue for a leading Internet search company by 101.7 percent while keeping headcount flat.

"Entries to the Stevie Awards for Sales & Customer Service continue to grow every year, further validating the essential roles that business development, customer service, and sales play in business success," said Michael Gallagher, president and founder of the Stevie Awards. "The widespread support of this program made the 2016 competition that much more intense among finalists. The judges were deeply impressed by the winner's accomplishments 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.

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 41,000 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 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. A seventh program, the Stevie Awards for Great Employers, will debut in April 2016. 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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Investor Contact	Media Contact
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Paul Miller	Elizabeth Grice
303.397.8641	303.397.8507

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