



eLoyalty and Verizon Team to Deliver Unified Customer Experience Solution

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Verizon Unified Customer Experience Solution to Leverage eLoyalty Services and Deliver Personalized Omnichannel Experience to Clients

DENVER, May 4, 2016 /PRNewswire/ -- eLoyalty, part of [TeleTech](#) Technology, today announced the Company and Verizon have entered into a global agreement where eLoyalty's Contact Center as a Service (CCaaS) platform will be integrated into Verizon's new [Unified Customer Experience solution](#) to deliver a single, cloud-based contact center offering for enterprise clients that's easy to use.

Available in early June in the U.S. and supporting users in 48 countries, the Verizon Unified Customer Experience solution was developed in partnership with eLoyalty and built on top of Cisco's Hosted Collaboration Solution for Contact Center. The feature-rich offering provides businesses with multiple options for connecting seamlessly with their customers through Web chat, social media, email or mobile.

Recognized as a leader in [cloud contact center technology](#), eLoyalty was selected by Verizon for their maturity and breadth of the offering, which includes *icPortal*™, eLoyalty's proprietary one-stop shop for contact center management and integration with leading third-party vendor applications.

"eLoyalty is helping to enable the platform that allows our clients to transform the customer experience especially as more people reach for service via the Web and their smartphones," said Alla Reznik, director of customer contact solutions, Verizon. "With eLoyalty's capabilities, we can be highly nimble and agile in serving our clients which is our number one goal."

"Teaming with an industry leader like Verizon is part of our strategic vision to align with best-in-class providers," said Steve Pollema, senior vice president, TeleTech Technology. "By working together to combine the Verizon and eLoyalty platforms, Verizon will be able to deliver a fully integrated Cisco UCaaS and CCaaS experience to its clients and, in the process, help them to reduce in-house friction and enhance interactions with their customers."

Verizon's Unified Customer Experience is a part of the company's [Customer Contact Solutions portfolio](#). For more information on Verizon's suite of business communications services, click [here](#).

ABOUT VERIZON

Verizon Communications Inc. (NYSE, Nasdaq: VZ), headquartered in New York City, generated nearly \$132 billion in 2015 revenues. Verizon operates America's most reliable wireless network, with 112.6 million retail connections nationwide. The company also provides communications and entertainment services over America's most advanced fiber-optic network, and delivers integrated business solutions to customers worldwide.

ABOUT ELOYALTY

eLoyalty, a TeleTech company, was the first North American partner to achieve Cisco HCS Certification and Contact Center as a Service Designation, has received the Cisco Advanced Technology Partner Certification for Contact Center Enterprise and Customer Voice Portal, and the Cisco Customer Satisfaction Award every year since 2007. eLoyalty is the only Cisco Cloud Partner offering a solution with this type of increased flexibility and capability incorporated directly into the HCS platform. With a 95 percent client renewal rate, eLoyalty has proven itself a deserving partner as it helps chart customer experience technology roadmaps, implementing cloud systems to provide safer, faster, smarter, and more agile service interactions. For more information, visit [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 44,000 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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