



TeleTech Technology Introduces Avaya IP Office Cloud Offer

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New Offering Provides an Extension of Avaya Aura Enterprise Cloud Practice for Contact Center and Unified Communications; TeleTech Now One of the Only Avaya Certified Partners to Offer Complete Line of Avaya Cloud Solutions

DENVER, June 7, 2016 /PRNewswire/ -- [TeleTech Holdings, Inc.](#) (NASDAQ: TTEC), a leading provider of customer experience, engagement and growth solutions, today announced that TeleTech Technology has extended its enterprise Avaya cloud practice to mid-market clients with a new cloud offering built on Avaya's IP Office™ Platform.

TeleTech can now offer clients the virtualized capabilities of both the Avaya IP Office Platform and the Avaya Aura® Platform to deliver Avaya's industry-leading contact center (CC) and Unified Communications (UC) capabilities for small to mid-sized businesses (SMBs) and high-end enterprises alike.

As one of the first Avaya Certified Partners to deploy the Avaya Aura Platform in a cloud delivery model, TeleTech Technology utilized over four years of cloud experience and over 20 years of team and customer engagement experience from Avaya to develop an enterprise-grade, highly scalable and redundant Avaya IP Office-based cloud contact center and UC solution.

"Avaya is a market leader in contact center and UC solutions and we have been providing true cloud contact center and UC solutions to the market for many years," said Jack Denault, SVP, Technology Sales and Alliances, TeleTech. "Introducing an IP Office cloud solution to complement TeleTech's existing Avaya Aura cloud practice allows us to effectively meet the needs of the mid-market contact center or UC buyer. This makes us uniquely qualified to bring the full breadth of Avaya's CC and UC cloud solutions to market today in response to the growing demand for these Avaya offerings."

TeleTech's SMB clients can opt for a contact center and/or UC solution based on their current business needs. Key features of the Avaya IP Office cloud contact center solution include:

- Omnichannel (chat, email, Web)
- Browser-based Agent Desktop
- Windows Agent Desktop (French, Spanish, German)
- Skills-based routing
- Call recording
- Custom reporting
- Secure Remote Agent

"As the channel continues to play an important role in helping businesses migrate to the cloud, TeleTech is uniquely positioned to serve both enterprise and mid-market customers on this journey through cloud-based Avaya Aura and Avaya IP Office platforms," said Morag Lucey, chief marketing officer at Avaya. "The TeleTech mid-market Cloud Offer Powered by Avaya is a highly strategic solution for our mutual channel partners and customers."

For more information about TeleTech Technology's cloud offering Powered by Avaya IP Office, visit TeleTechTechnology.com/cloud.

ABOUT TELETECH TECHNOLOGY

TeleTech Technology is a pioneer among North American partners in offering cloud and on-premises contact center solutions powered by Avaya and Cisco. As a leading partner in the design and delivery of customer experience technology solutions, it specializes in helping companies across the globe provide faster, smarter and more agile customer interactions. TeleTech Technology is a recognized Platinum Avaya Connect Partner and Cisco Gold Partner. In addition, it has earned a 4.6/5.0 overall customer satisfaction rating and 4.8/5.0 implementation satisfaction rating, making it one of the highest ranked Avaya and Cisco business partners. For more information, visit teletech.com/what-we-do/technology.

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 43,000 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	Elizabeth Grice
303.397.8641	303.397.8507

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