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TeleTech Technology Introduces Second Major Release of Highly Acclaimed Cisco-Based Contact Center Solution

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DENVER, July 6, 2016 /PRNewswire/ -- eLoyalty, part of TeleTech Technology, today announced the Company has released a second major upgrade in 2016 of its Cisco Powered® Contact Center as a Service (CCaaS) Cloud offering, bringing even more power and ease of use to the contact center market.

Available within cloud, premise, and a wide range of hybrid packages, this release begins unlocking the value of mobile administration and management—whether from the floor of the contact center or anywhere supervisors and administrators are located.

"Enterprises are demanding the latest technology, enhanced customer journey capabilities, and easier administration to provide a differentiated experience for their customers," said Steve Pollema, senior vice president, TeleTech Technology. "Our quarterly release cycles and continued innovation of our acclaimed *ic*Portal® administration system provides a differentiated experience across the Cisco contact center ecosystem."

Customer-focused features included in this release encompass:

- Secure mobile (smartphone/tablet) optimized access to manage call center operations from any location, any time of the day or night. Manage virtually all aspects of the customer experience from a mobile device through the *ic*Portal mobile application.
- Queue management for audio files that dramatically simplifies the management of messages across multiple call flows and scenarios.
- Interactive dashboards to monitor and enable rapid response to events within the contact center.
- Latest use of co-browse technology to improve the support experience.

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 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.

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