



TeleTech Wins 2016 International Stevie® Award for Customer Service Team of the Year

August 30, 2016

Revana Named Successful Agency Team for TeleTech Google AdWords Program

DENVER, Aug. 30, 2016 /PRNewswire/ -- [TeleTech Holdings, Inc.](#) (NASDAQ: TTEC), a leading provider of customer experience, engagement and growth solutions, today announced that it was honored with a bronze Stevie® Award in the thirteenth International Business Stevie® Awards for Customer Service Team of the Year in Advertising, Marketing, Public Relations & Business Services. Revana, part of TeleTech's Growth Services division, received this award for its Google AdWords Program.

From January 2015 through March 2016, the TeleTech Google AdWords program in Sao Paulo, Brazil grew program sales 90 percent, increased ad agency business 114 percent and expanded support numbers (revenue sustainability) 49 percent year over year. In this same time period, headcount remained flat, with growth attributed to numerous initiatives including: a revised profile of sales representatives, salary benchmarks, structured spiff campaigns and strong, sustainable growth of small to medium online agencies.

"Being acknowledged with an International Stevie award for Revana's work in the Google AdWords program is a great honor," said Judi Hand, executive vice president of TeleTech Growth Services. "This team is one of the few in the world to reach triple digit increases year over year. Their success is due to adapting to the ever-changing service of the agency market. Consistency in sales coaching, training and results oriented behaviors were key drivers to both acquisition and revenue sustainability."

The International Business Awards are the world's premier business awards program. All individuals and organizations worldwide – public and private, for-profit and non-profit, large and small - are eligible to submit nominations. The 2016 IBAs received entries from more than 60 nations and territories.

Stevie Award winners were determined by the average scores of more than 200 executives worldwide who participated in the judging process from May through early August.

"This year's IBA judges were treated to many remarkable and inspiring stories of achievement around the world," said Michael Gallagher, president and founder of the Stevie Awards. "We look forward to sharing many of these stories with people around the world over the coming months, through the Stevie Awards blog and social media channels, with the hope that they will inspire and instruct the next generation of business achievers."

Details about The International Business Awards and the lists of Stevie Award winners are available at www.StevieAwards.com/IBA.

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 41,500 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 REVANA

As a recognized leader in technology-enabled revenue generation solutions, Revana helps top brands navigate and profit from change. Utilizing the latest technology and best practices, Revana provides integrated sales and marketing solutions for lead generation, customer acquisition, onboarding, lifecycle digital marketing, analytics, account management and retention. Revana is a five time Stevie Sales Outsourcing Provider of the Year, serving clients across a variety of countries and industries, including communications and media, high technology, online advertising and retail, automotive, financial services and healthcare. Revana is a wholly-owned subsidiary of TeleTech Holdings, Inc. For additional information, visit Revana.com.

ABOUT THE STEVIE AWARDS

Stevie Awards are conferred in seven programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, The American Business Awards, The International Business Awards, the Stevie Awards for Women in Business, the Stevie Awards for Great Employers, and the Stevie Awards for Sales & Customer Service. Stevie Awards competitions receive more than 10,000 nominations each year from organizations in more than 60 nations. 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 www.StevieAwards.com.

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