



## Celebrating Awesome Customer Experience Brands

November 10, 2016

### Get Inspired by Tales of Customer Experience Excellence and the Creative Strategies Behind Them

DENVER, Nov. 10, 2016 /PRNewswire/ -- Almost everyone has experienced a flight delay or cancellation because of technical issues. The result is often the same—waiting for hours in line at an airport kiosk, or on the phone with the airline's customer service department, hoping to get placed on the next flight out. If you're really lucky, you might even get an "I'm sorry for the inconvenience" from the agent.

What if instead of an off-the-cuff apology, you were automatically credited 5,000 reward miles for the inconvenience? That was reality for Southwest Airlines passengers that were impacted by system outages back in July. It's a great example of a company going out of its way to make things right with its customers.

These types of stories are often buried under reports of bad customer experiences that result in frustrated customers and damaged brand reputations. That's why we've dedicated this issue of [TeleTech's eNewsletter, Dialogue](#) to celebrating the brands that are working hard to reverse that trend.

The November issue includes:

- A look at [25 brands that are bringing positive change](#) to customer experience.
- An overview of [how to empower frontline associates](#) to deliver great service and drive sales.
- A look at [where customer service has been, and where it's headed](#) in the future.
- A timeline view of the [history of customer service](#) from the beginning of time (almost).

The *Dialogue* eNewsletter is published 12 times a year and has been designed to inspire customer experience excellence. Each issue contains the best customer-centric thought leadership and in-depth research articles. [Click here](#) to subscribe.

#### 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 43,500 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](#).

#### Investor ContactMedia Contact

Paul Miller	Elizabeth Grice
303.397.8641	303.397.8507

Logo - <http://photos.prnewswire.com/prnh/20140717/127860>

To view the original version on PR Newswire, visit: <http://www.prnewswire.com/news-releases/celebrating-awesome-customer-experience-brands-300361017.html>

SOURCE TeleTech Holdings, Inc.