



TeleTech Recognized with Three 2017 Stevie® Awards for Sales and Customer Service

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Partnership Between Global Shipping Leader and Revana Awarded Gold Stevie® for Telesales Team of the Year

DENVER, March 28, 2017 /PRNewswire/ -- [TeleTech Holdings, Inc.](#) (NASDAQ: TTEC), a leading global provider of customer experience, engagement and growth solutions, has recently been honored with three Stevie® Awards in the 11th annual Stevie® Awards for Sales and Customer Service. Revana, part of the TeleTech Customer Growth Services division, was recognized for Telesales Team of the Year, Sales Outsourcing Provider of the Year and Sales Growth Achievement of the Year. The Stevie® Awards for Sales & Customer Service are the world's top honors for customer service, contact center, business development and sales professionals.

"Recognition of the Stevie Awards for the results that we achieve in partnership with our clients is an honor and speaks to the value that we provide in driving growth for our customers," said Judi Hand, Chief Revenue Officer, TeleTech. "As part of the TeleTech Growth Services division, Revana is committed to helping our clients find, engage and acquire customers to aid them in achieving and improving business results."

Revana received a Gold Stevie Award for Telesales Team of the Year in partnership with a global shipping leader. Services in use for this client including RAMP (Revana Analytic Multichannel Platform), enhanced analytics, predictive modeling and data augmentation which provided actionable insights that resulted in improved call efficiencies, increased per account spending and an increase in overall small business account spend for the client.

For the sixth year in a row, Revana was recognized with a Stevie Award for Sales Outsourcing Provider of the Year. For more than 20 years, Revana has helped Global 1000 companies design and deliver optimal programs utilizing award-winning chat and voice interactions, delivering over \$5 billion in revenue for clients during 2016 with an average ROI of 5:1.

In addition, a Silver Stevie Award was received for Sales Growth Achievement of the Year, acknowledging Revana's direct sales management program for a leading Internet search company. Program results included double-digit increases in sales revenue year over year and in quarterly sales, in addition to the program consistently exceeding the client's revenue and revenue per account expectations.

Revana has received 11 Gold Stevie Awards since 2009, with a total Stevie Award count of 37.

"The Stevie Awards for Sales & Customer Service continues to be among the most competitive and fastest-growing of our awards programs," said Michael Gallagher, founder and president of the Stevie Awards. "The growth of the program illustrates the importance of the functions highlighted – sales, business development and customer service – to successful enterprises of all types, and how integral recognition in these domains are to building and maintaining corporate reputations."

Details about the Stevie Awards for Sales & Customer Service and the list of Stevie winners in all categories are available at www.StevieAwards.com/sales.

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. TeleTech's 48,000 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.

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 Great Employers, the Stevie Awards for Women in Business and the Stevie Awards for Sales & Customer Service. Stevie Awards competitions receive more than 10,000 entries 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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