



## **TeleTech Positioned as a Leader in Gartner's Magic Quadrant for Customer Management Contact Center BPO, Worldwide for Seventh Consecutive Time**

March 30, 2017

### **Position Based on TeleTech's Strengths in Comprehensive Customer Experience and Technology Offerings**

DENVER, March 30, 2017 /PRNewswire/ -- [TeleTech Holdings, Inc.](#) (NASDAQ: TTEC), a leading global provider of customer experience, engagement and growth solutions, today announced that Gartner has positioned the company as a Leader in the [Magic Quadrant for Customer Management Contact Center BPO, Worldwide](#) for the seventh consecutive time. The report, by [T.J. Singh](#), [Misako Sawai](#) and [Brian Manusama](#), was published on March 22, 2017.

"TeleTech is honored to be recognized as a Leader in this Gartner Magic Quadrant for the seventh straight report," said Martin DeGhetto, Chief Operating Officer, Customer Management and Growth Services, TeleTech. "Our combined investments in technology, analytics and people help to shape engaging customer experiences across channels, which supports customer growth and retention for our clients."

According to the report, "Leaders demonstrate market-defining vision and the ability to execute against that vision through CM contact center BPO services, a superior market share, and solid references for CM contact center BPO services worldwide, including a cross section of vertical industries. Leaders also have superior investments in innovative CM contact center BPO service offerings, business/pricing models and service delivery models. They have a superior understanding of client needs and of current market conditions, and they are actively building competencies to sustain their leadership position in the CM contact center BPO market across multiple regions. The CM contact center BPO service providers in this Leaders quadrant generally also have strong global and regional service delivery operations and deep technology to leverage, and they deliver above-average customer experience."

#### **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 GARTNER'S MAGIC QUADRANT**

Gartner does not endorse any vendor, product or service depicted in its research publications and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

#### **Investor Contact    Media Contact**

Paul Miller	Olivia Griner
303.397.8641	303.397.8999

# TeleTech®

To view the original version on PR Newswire, visit: <http://www.prnewswire.com/news-releases/telettech-positioned-as-a-leader-in-gartners-magic-quadrant-for-customer-management-contact-center-bpo-worldwide-for-seventh-consecutive-time-300432121.html>

SOURCE TeleTech Holdings, Inc.