



Rising Star 2017 Award Recognition Goes to TeleTech

June 30, 2017

Verint Recognizes TeleTech for Achievement in Helping Customers Realize Business Goals, Revenue Objectives and Growth

DENVER, June 30, 2017 /PRNewswire/ -- TeleTech (NASDAQ: TTEC), a leading global provider of customer experience, engagement and growth solutions delivered through its proprietary end-to-end Humanify™ Customer Engagement as a Service offering, today announced that the company is the recipient of Verint's 2017 North America Rising Star award as part of the Verint Americas Partner Awards Program.

<http://www.teletech.com/what-we-do/technology-services>

The award is given to partners for their outstanding contributions in helping organizations improve customer and employee engagement, optimize the workforce and help achieve key strategic business objectives.

"We are very honored to receive this award," said Steve Pollema, Senior Vice President, TeleTech Technology. "Verint is a global leader in solutions focused on customer engagement optimization and driving efficiencies across every engagement channel. This recognition strengthens our partnership with them in enabling organizations to leverage the latest innovations on an ongoing basis without expensive and time-consuming premise upgrades and cost."

TeleTech recently showcased the value of the TeleTech-Verint partnership during the Verint ENGAGE Conference, with demonstrations of Cloud and Workforce Optimization offerings. With features including email, chat, icPortal®/icPortal Mobile, IVR, CRM integrations, 24x7x365 support, high availability, and disaster recovery, the company's cloud solutions allow mid-sized businesses to provide the superior customer experience once available only to the largest enterprise organizations.

TeleTech's Workforce Optimization (WFO) offerings feature the industry's leading WFO solutions in a cloud model for both mid-sized and enterprise organizations. Delivering Verint's robust WFO capabilities through TeleTech's Cloud provides unmatched functionality, simplified system administration and maintenance, real-time enterprise collaboration, and intuitive interfaces and navigation. Together, TeleTech's global experience in Contact Center as a Service (CCaaS) and existing cloud infrastructure combined with Verint's top-of-the-line WFO suite provide a best-of-breed solution at a compelling price point.

For more information on TeleTech's cloud solutions, please visit <http://www.teletech.com/what-we-do/technology-services>

ABOUT TELETECH

TeleTech (NASDAQ: TTEC) is a leading global provider of customer experience, engagement and growth solutions delivered through its proprietary end-to-end Humanify™ Customer Engagement as a Service offering. 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.

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