



## TeleTech Recognized as Leading Cisco Partner for Third Time in Past Four Years

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### Strong sales and competitive wins propel TeleTech to top of Cisco Partner community

DENVER, Oct. 27, 2017 /PRNewswire/ -- [TeleTech Holdings, Inc.](#) (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, was recognized at the Cisco Americas Customer Care Sales Summit for distinguished achievement in three categories.

- Central Region Partner of the Year – Tremendous partnership and wins including one of Cisco's largest of the year, a multi-million dollar healthcare deal
- Americas Cloud Contact Center Partner of the Year –TeleTech's bookings accounted for more than half of Cisco's total Hosted Collaboration Solution (HCS) Contact Center bookings in FY17
- Top Competitive Takeout of FY17 – large healthcare win displaced major competitive workforce optimization (WFO) solution

TeleTech's Humanify Technology Platforms deliver seamless omnichannel customer engagement powered in part by Cisco's HCS Contact Center solution and supported by TeleTech's strong partnership with Cisco for over fifteen years.

"Our partnership with Cisco has spanned decades and culminated in offerings today that are second to none in the industry," said Steve Pollema, Senior Vice President, TeleTech Technology. "In true collaboration with the Cisco teams, we have successfully transformed customer experience across our client base of Fortune 1000 companies. We thank Cisco for their ongoing support and graciously accept their recognition of TeleTech for Cloud Contact Center Partner of the Year, Central Region Partner of the Year and Top Competitive Takeout of 2017."

To learn more about how TeleTech is powering customer experience with Cisco and Humanify Technology Platforms, please visit <http://www.teletech.com/what-we-do/technology-services> and <http://www.eloyalty.com>.

#### 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](http://www.teletech.com).

#### ABOUT TELETECH TECHNOLOGY

TeleTech Technology, a division of TeleTech, is a pioneer among North American partners in offering cloud and on- premises contact center solutions powered by Avaya and Cisco. As a leading partner in the design and delivery of customer experience technology solutions, it specializes in helping companies across the globe provide faster, smarter, and more agile customer interactions. TeleTech Technology is a recognized Platinum Avaya Connect Partner and Cisco Gold Partner. In addition, it has earned a 4.6/5.0 overall customer satisfaction rating and 4.8/5.0 implementation satisfaction rating, making it one of the highest ranked Avaya and Cisco business partners. For more information, visit [www.teletechtechnology.com](http://www.teletechtechnology.com).

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