

A close-up profile of a woman with dark, curly hair, looking towards the right. Her face and hair are partially covered with a digital, pixelated effect, suggesting a virtual or digital theme. The background is a gradient of blue and white with some digital artifacts.

INVESTOR PRESENTATION

NOVEMBER 2020



POWERING THE VIRTUAL CX ECONOMY

DISCLOSURE

This presentation includes forward-looking statements (within the meaning of Section 27A of the Securities Act of 1933 as amended, Section 21E of the Securities Exchange Act of 1934 as amended, and the Private Securities Litigation Reform Act of 1995) relating to TTEC's strategy, operations, value proposition, market assessments and the size of addressable market, financial performance and outlook, including M&A and strategic partnership opportunities, profitability, and cash from operations, which are based on managements' expectations, assumptions and projections with respect to the future, and are not a guarantee of performance.

These statements reflect managements' beliefs as of the time of this presentation. TTEC's actual results may differ materially from what is reflected in the forward-looking statements. New factors or events that are not currently known to us may emerge and materially and adversely affect us and our results of operations. Except as otherwise required by applicable securities laws, TTEC has no obligation to revise this information nor update you about these impacts.

The forward-looking statements are subject to various risks, uncertainties and factors that could cause actual results to differ materially from those described, including risk factors outlined in our most recent SEC filings on Form 10-K and any of our subsequently filed Quarterly Reports on Form 10-Q.

This presentation also contains estimates and other statistical data made by independent parties and by us relating to market size and growth and other data about our industry. This data involves a number of assumptions and limitations, and you are cautioned not to give undue weight to such estimates. Assumptions and estimates of our future performance and the future performance of the markets in which we operate are necessarily subject to a high degree of uncertainty and risk. In addition to the financials presented in accordance with U.S. generally accepted accounting principles ("GAAP"), this presentation includes certain non-GAAP

financial measures. We use the non-GAAP financial measures listed in the appendix to evaluate our ongoing operations and for internal planning and forecasting purposes. We believe that non-GAAP financial measures, when taken collectively, may be helpful to investors because it provides consistency and comparability with past financial performance. However, non -GAAP financial information is presented for supplemental informational purposes only, has limitations as an analytical tool and should not be considered in isolation or as a substitute for financial information presented in accordance with GAAP. In addition, other companies, including companies in our industry, may calculate similarly-titled non-GAAP measures differently or may use other measures to evaluate their performance, all of which could reduce the usefulness of our non-GAAP financial measures as tools for comparison. You should review the reconciliation of our non-GAAP financial measures to the most directly comparable GAAP financial measures set forth in the Appendix, and not rely on any single financial measure to evaluate our business.

For additional information about TTEC's business, refer to the company's 2019 Annual Reports on Form 10K, subsequent Quarterly Reports on Form 10-Q, and other documents filed with the U.S. Federal Securities and Exchange Commission (the "SEC") from time to time, and relevant earnings press releases (including GAAP, Non-GAAP and other reconciliation financial tables included therein). The documents that we filed with the SEC can be obtained for free by visiting EDGAR on the SEC website at www.sec.gov.

TTEC AT A GLANCE

SCALE

22
COUNTRIES &
50 LANGUAGES

300+
CUSTOMERS

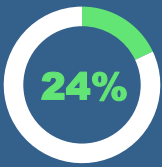
50K+
TOTAL
EMPLOYEES

~80%
OF EMPLOYEES
WORKING FROM
HOME Q3 2020

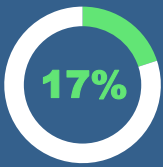
~2,500
CX PROFESSIONALS &
ENGINEERS SERVICING
TTEC CLIENTS

10+ years
AVERAGE
TENURE OF TOP
20 CUSTOMERS

DIVERSIFICATION*



FINANCIAL
SERVICES



HEALTHCARE



TELECOM
& MEDIA



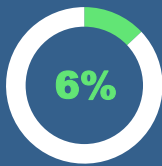
AUTOMOTIVE



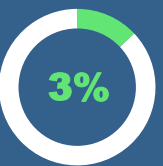
GOVERNMENT



TECHNOLOGY



RETAIL



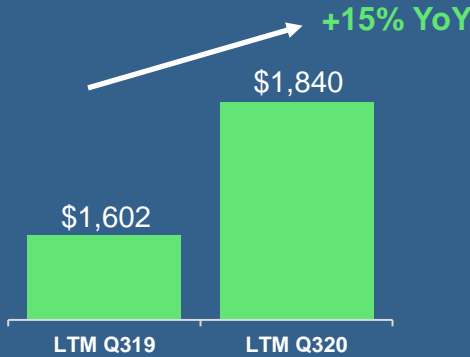
TRAVEL &
HOSPITALITY



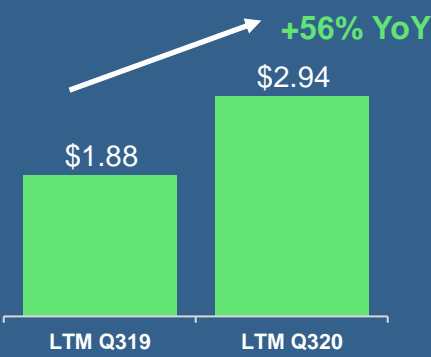
OTHER

FINANCIAL STRENGTH

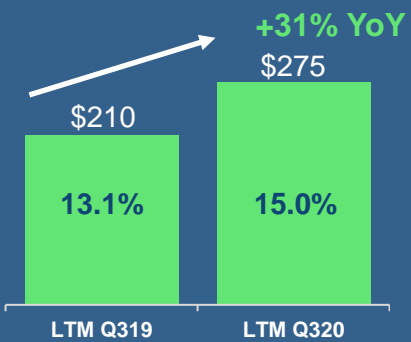
REVENUE (in millions)



NON-GAAP EPS



ADJUSTED EBITDA (in millions)



For additional information, refer to TTEC's 2019 Annual Report on Form 10K and subsequent Form 10-Q quarterly reports, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.
*LTM Q3 2020

One TTEC – CUSTOMER EXPERIENCE as a SERVICE PLATFORM (“CXaaS”) COMPRISED OF 2 BUSINESS SEGMENTS

TTEC Digital

We provide digital-first CX technology through our Humanify™ Cloud to connect large enterprises and government agencies to their valued customers and citizens from anywhere in the world

\$314M Revenue*
\$ 68M Adj EBITDA (22% margin)*

TTEC Engage


We provide CX technology + engagement as a managed service for large enterprises and government agencies that desire end-to-end Customer Experience as a Service (CXaaS) through our Intelligent CX (ICX) platform

\$1.53B Revenue*
\$207M Adj EBITDA (14% margin)*

* LTM Q3 2020

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TTEC IS POWERING THE VIRTUAL CX ECONOMY



My husband was killed in action and I don't understand our financial situation.



CUSTOMER ENGAGEMENT

Banking and Insurance claims

A Fortune 500 financial services group



I was in an accident with my car and the brakes failed. Is this covered?



DIGITAL TRANSFORMATION

General inquiries, case management, dealer support

One of the largest automakers in the world



I need to run and would like to move this conversation to chat.



MESSAGING

Messaging and technical support

A top 10 telecommunications company



I'm having trouble with your payment system. Can you help?



HYPERGROWTH

Customer care and tech support

A leader in payment processing technology



I have a health emergency and I can't get to my doctor.



OMNICHANNEL

24/7 health emergency and Medicare Part D

A leading health and wellness company



I need at least a 5:1 ROI to justify spending \$100k on a campaign.



CUSTOMER ACQUISITION

Inside sales for SMB advertising

A world-leading tech & digital media company



I'd like to know if I can get a bonus for referring friends.



AUTOMATION

Intelligent virtual assistant to enable self-service

A leading delivery technology company



Someone stole my identity and they're withdrawing money from my account.



FRAUD PREVENTION

Fraud prevention, identity theft, refinement of algorithms for proactive detection

A multinational financial services company

LIFE TODAY... IS PERSONALIZED WITH UNLIMITED CHOICES

Explosion in interactions

New brands

Shift to direct to consumer

Experience is everything

TTEC POWERS THIS VIRTUAL CX ECONOMY

Not necessarily representative of TTEC clients



OPPORTUNITY: DESIGNING, BUILDING AND OPERATING CX AT SCALE

REQUIRES A FULLY INTEGRATED ECOSYSTEM OF TECHNOLOGY & SERVICES



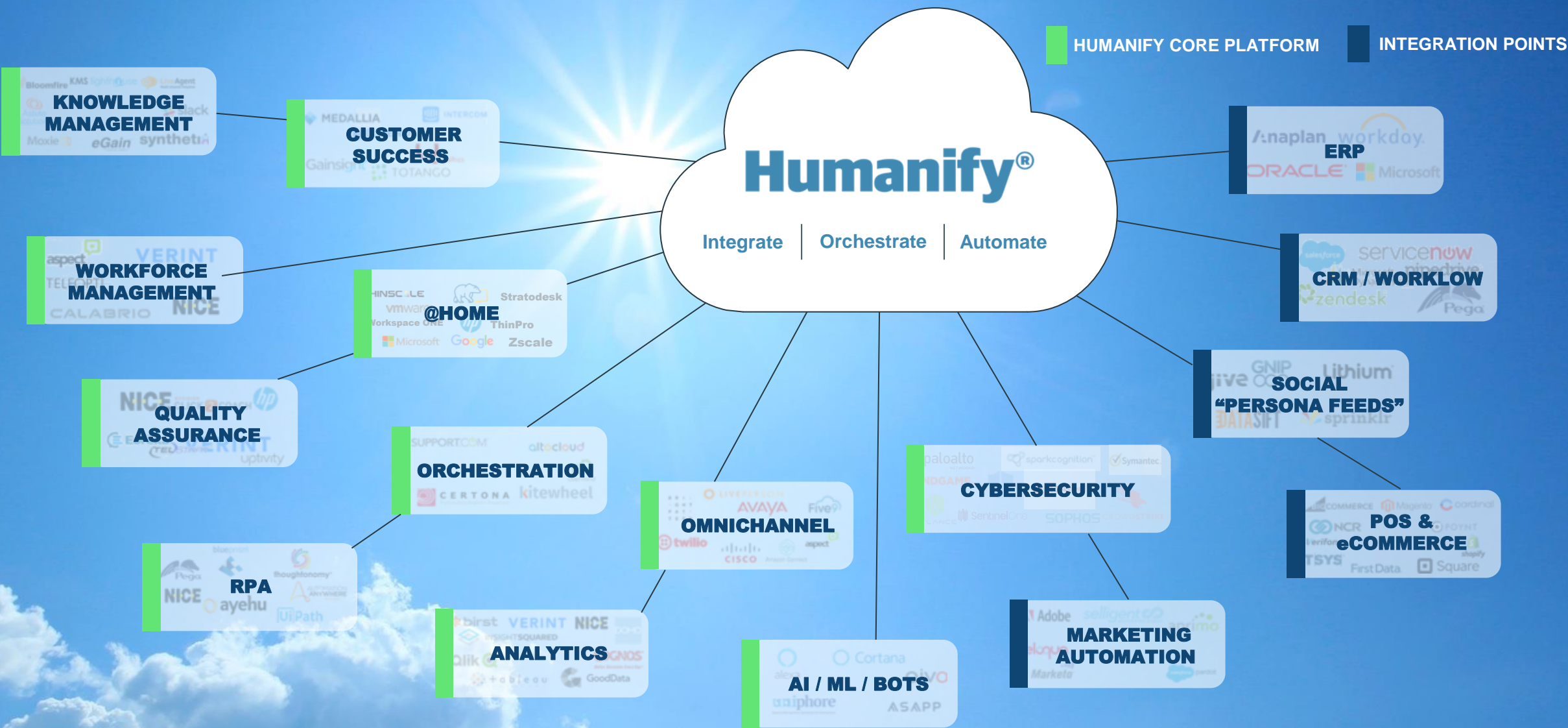
PROBLEM: CX TECHNOLOGY LANDSCAPE IS COMPLICATED & HIGHLY FRAGMENTED

THOUSANDS OF CX TECHNOLOGY PROVIDERS

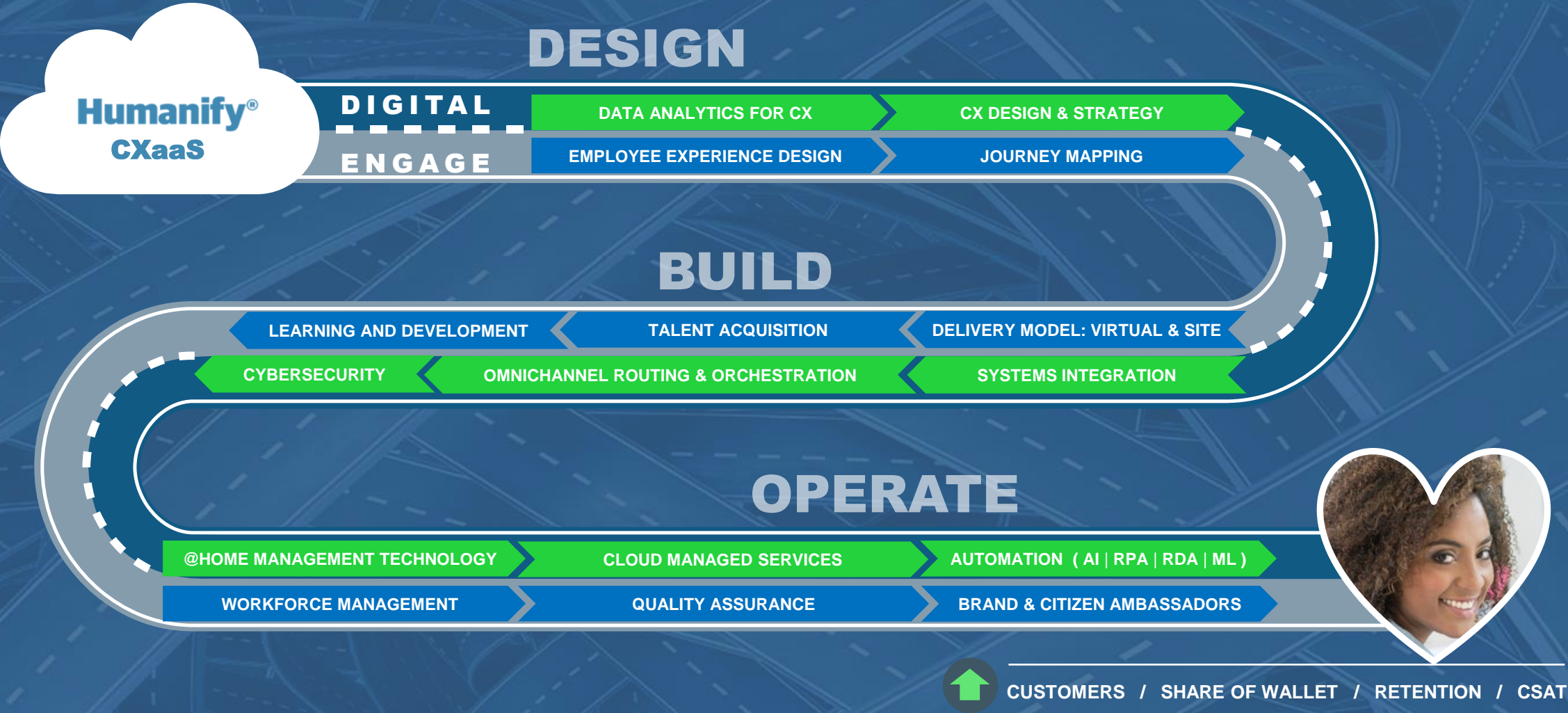


SOLUTION: TTEC'S HUMANIFY CLOUD SIMPLIFIES CX TECHNOLOGY ECOSYSTEM

BY INTEGRATING & ORCHESTRATING BEST-OF-BREED CX TECH FOR ENTERPRISES AND GOVERNMENTS



SOLUTION: TTEC'S UNIFIED DELIVERY MODEL ENABLES PERSONALIZED & FRICTIONLESS CUSTOMER EXPERIENCE



TTEC FOCUSES ON ENTERPRISE COMMERCIAL AND GOVERNMENT CLIENTS

DEFINITIONS VARY WIDELY AMONG OUR COMPETITORS

TTEC DEFINITION OF ENTERPRISE

Up to 25,000+
Concurrent Licenses
(\$1m - \$25m+ ACV)

3-5 Year Take or
Pay Contracts



COMPETITORS' DEFINITION OF ENTERPRISE ⁽¹⁾

- COMPANY A: \$1,000+ MRR
- COMPANY B: \$100,000+ of ARR
- COMPANY C: 50+ Concurrent Seats
- COMPANY D: 100+ Agents
- COMPANY E: 1,000+ Employees
- COMPANY F: 5,000+ Employees



Domestic US only • Basic Integrations • Contracts: Month to Month
Dependence on Master Agent Sales Channel • Voice Only or Limited
Multichannel
Avg Deal Size ACV: Thousands to Hundreds of thousands

(1) Public company filings and reports

TTEC'S RESILIENCY AND STRENGTH THROUGH COVID-19

OUR COMPANY

- Put advanced @home capabilities to work globally
- Migrated ~80% of TTEC Engage employees to WFH in 2.5 weeks
- Optimized liquidity with strong balance sheet and cash flow

OUR CLIENTS

- Technically enabled ~100K clients' employees with at-home technology
- Garnered important share of pandemic response work
- Added digital/virtual technologies and bolstered customer experience teams

OUR PIPELINE

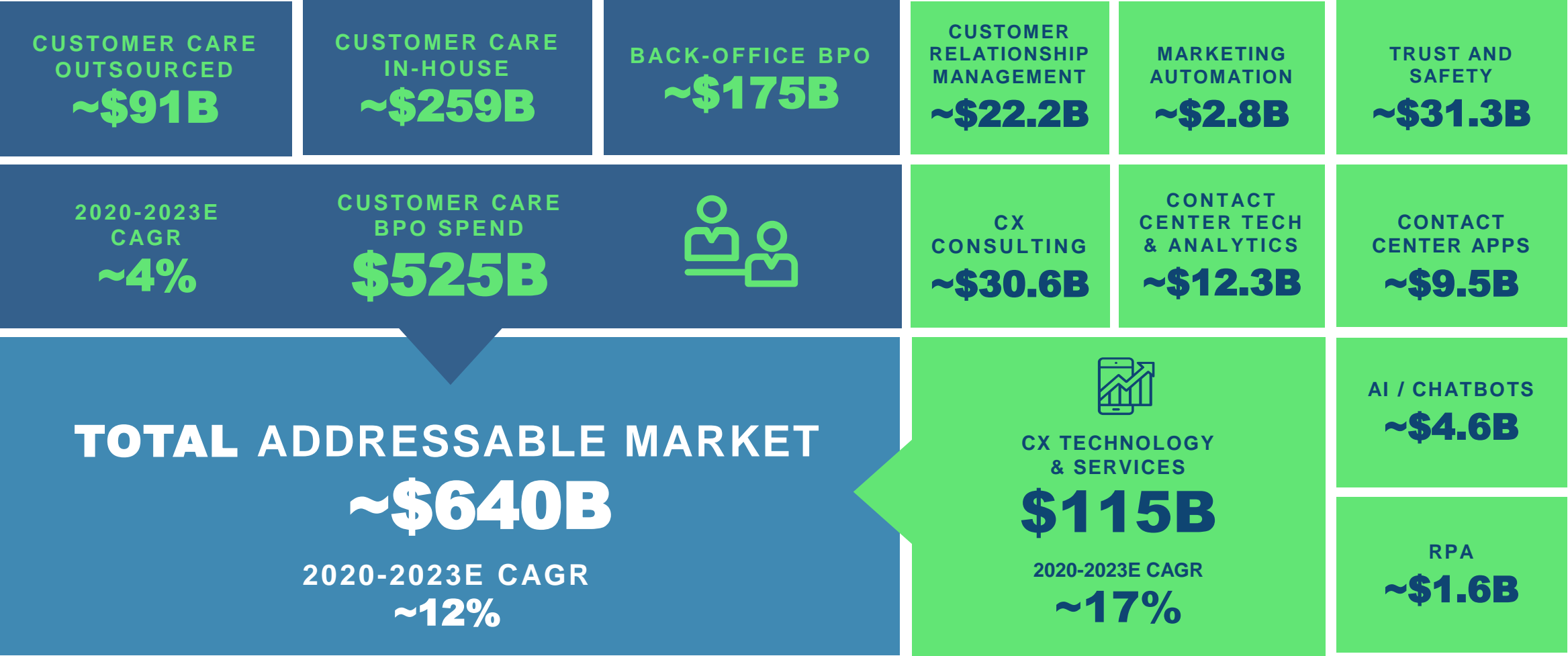
- Accelerating pipeline of digital and automation opportunities
- Supporting needs of essential government and commercial services
- Material increase in opportunities and deal sizes for @home solutions

4 KEY INVESTMENT PILLARS

<div>1</div> <div>We serve a massive addressable market with compelling long-term growth fundamentals</div>	<div>\$640B</div> <div>TOTAL ADDRESSABLE MARKET (TAM)</div>	<div>+12%</div> <div>ANNUAL GROWTH IN TAM</div>
<div>2</div> <div>We have built a differentiated CXaaS cloud platform at scale that wins in the permanent shift to work from home</div>	<div>Hundreds of Millions Invested</div> <div>SINCE 2010</div>	<div>Accelerated Bookings</div> <div>Q3 2020</div>
<div>3</div> <div>We have a track record of growth driven by a blue-chip embedded client base, a diverse set of partnerships, and strategic M&A</div>	<div>11 Years</div> <div>AVERAGE TENURE OF TOP 20 CLIENTS</div>	<div><div><div>↑</div><div>+15%</div><div>TTEC Revenue Growth</div></div><div><div>↑</div><div>+ 7%</div><div>DIGITAL Revenue Growth</div></div><div><div>↑</div><div>+17%</div><div>ENGAGE Revenue Growth LTM Q320 YoY</div></div></div>
<div>4</div> <div>We have a strong financial profile, with high recurring revenue, profit growth and record cash flows</div>	<div>+50% Revenue</div> <div>FROM CLIENTS WITH +10 YEARS RELATIONSHIP</div>	<div><div><div>↑</div><div>+31%</div><div>TTEC Adj. EBITDA Growth LTM Q320 YoY</div></div></div>

For additional information, refer to TTEC's 2019 Annual Report on Form 10K and subsequent Form 10-Q quarterly reports, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.

**PILLAR #1: WE SERVE A MASSIVE ADDRESSABLE MARKET
WITH COMPELLING LONG-TERM GROWTH FUNDAMENTALS**



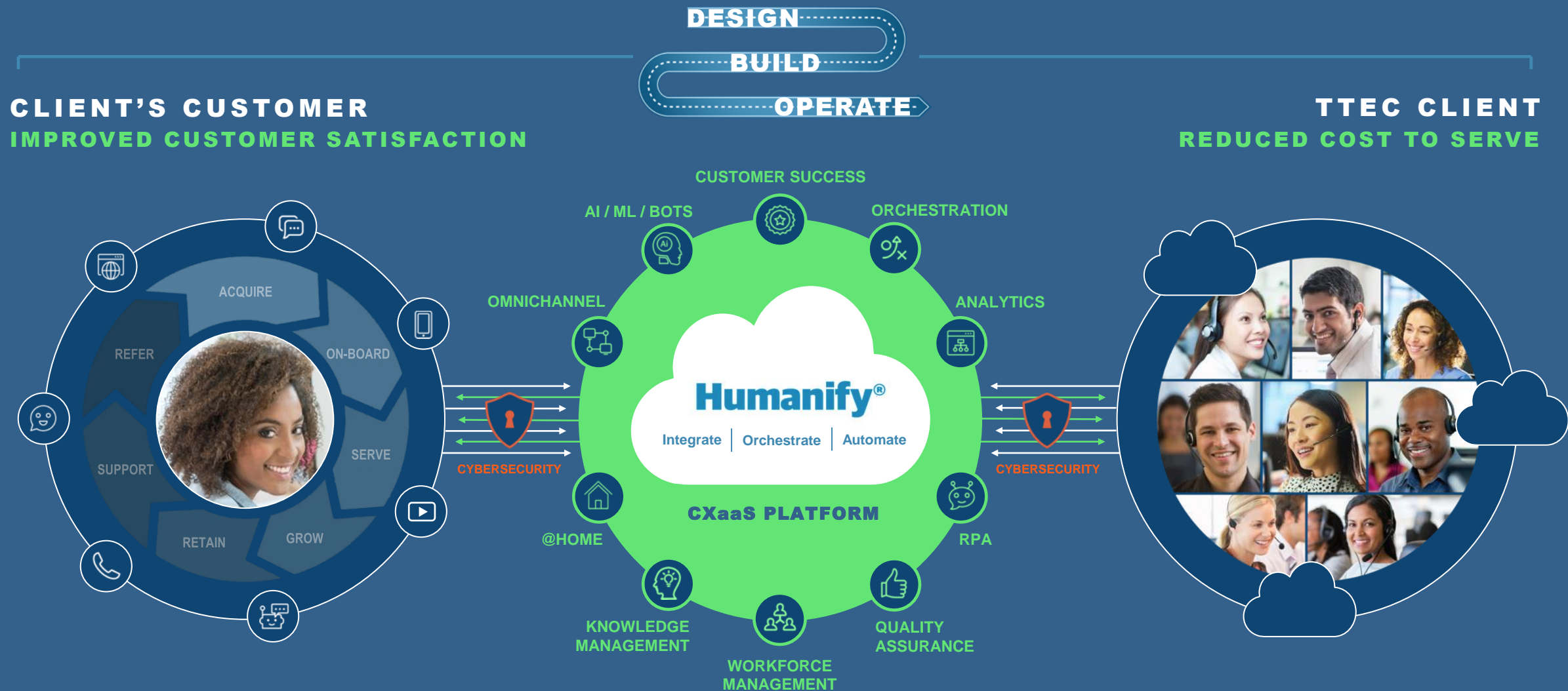
Note: Reflects 2020 market size.

(1) Everest, BPS/BPO Top 50 2019, April 2019. IDC, Worldwide and U.S. Digital Strategy Consulting Services Forecast, 2019-2023, July 2019, #US44446019. Gartner, Q3'19 Update. Forecast: Infrastructure Software Markets, Worldwide, 2017-2023. IDC, Worldwide Artificial Intelligence Software Platforms Forecast, 2019-2023, July 2019, #US44170119. IDC, Worldwide Contact Center Applications Software Forecast, 2019-2023, June 2019, #US45124119. Gartner, April 2019. Forecast Analysis: Contact Centers, Worldwide. Frost & Sullivan, November 2019. Growth Opportunities in the North American Contact Center Market, Forecast to 2023. Gartner, Q3'19 Update. Forecast: Enterprise Application Software, Worldwide, 2017-2023. Frost & Sullivan, July 2019. Global Marketing Automation Solutions (MAS) Market, Forecast to 2025. Markets and Markets, November 2018. Fraud Detection and Prevention (FDP) Market by Solution, Service, Application Area, Organization Size, Vertical, and Region – Global Forecast to 2023.

(2) Everest CCO annual report: ERG-2018-21-ft-2768





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PILLAR #2: WE HAVE BUILT A DIFFERENTIATED CXaaS CLOUD PLATFORM AT SCALE THAT WINS IN THE PERMANENT SHIFT TO WORK FROM HOME



PILLAR #3: WE HAVE A TRACK RECORD OF GROWTH DRIVEN BY A BLUE-CHIP EMBEDDED CLIENT BASE, A DIVERSE SET OF PARTNERSHIPS, AND STRATEGIC M&A

MULTIPLE GROWTH VECTORS

DEEP CLIENT RELATIONSHIPS	TECHNOLOGY INNOVATION	DELIVERY FOOTPRINT	CX PARTNER ECOSYSTEM	STRATEGIC M & A
<ul style="list-style-type: none">• Government• eCommerce• Healthcare• Financial services• Hypergrowth• Technology• Telecom & Media• Automotive	<ul style="list-style-type: none">• End to end cloud based CX technology• Messaging• Hyper Automation• AI / ML / RPA• Analytics• Omnichannel• @home• Cybersecurity• Other emerging technologies	<ul style="list-style-type: none">• Globally distributed delivery model• 22 countries with continued expansion• @home• 50 languages	<ul style="list-style-type: none">• Growing ecosystem of leading CX technology partners• Recently announced partnership developments: <div>   </div>	<ul style="list-style-type: none">• Track record of strategic and accretive M&A• Acquired 10 companies in past 5 years• Attractive market environment for continued investment• Attractive Pipeline• Strong balance sheet to enable execution

Technology and services to deliver virtual customer experience solutions

PILLAR #4: WE HAVE A STRONG FINANCIAL PROFILE, WITH HIGH RECURRING REVENUE, PROFIT GROWTH AND RECORD CASH FLOWS



**HIGH RECURRING
REVENUE**



**STRONG REVENUE
GROWTH PROFILE**



**STRONG CASH FLOW
GROWTH PROFILE**

+300

TOTAL CLIENTS INCLUDING
90 HYPERGROWTH CLIENTS
(AS OF FY19)

10+ years

AVERAGE TENURE OF
TOP 20 CUSTOMERS

+50%

OF REVENUE GENERATED FROM CLIENTS
WITH WHOM WE HAVE HAD A CLIENT
RELATIONSHIP FOR AT LEAST 10 YEARS
(AS OF Q3'20)

15%

TOTAL COMPANY
REVENUE YoY
(LTM Q3'19– LTM Q3'20)

7%

DIGITAL
REVENUE YoY
(LTM Q3'19– LTM Q3'20)

17%

ENGAGE
REVENUE YoY
(LTM Q3'19 – LTM Q3'20)

31%

TOTAL COMPANY
ADJUSTED EBITDA YoY
(LTM Q3'19– LTM Q3'20)

22%

DIGITAL
ADJUSTED EBITDA YoY
(LTM Q3'19– LTM Q3'20)

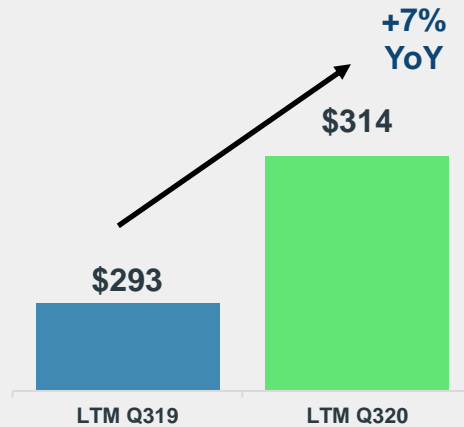
34%

ENGAGE
ADJUSTED EBITDA YoY
(LTM Q3'19– LTM Q3'20)

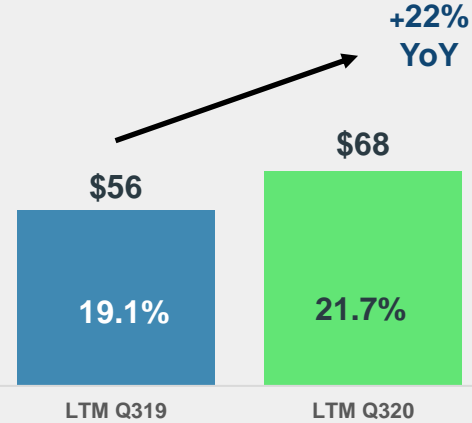
For additional information, refer to TTEC's 2019 Annual Report on Form 10K and subsequent Form 10-Q quarterly reports, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.

DIGITAL

TOTAL REVENUE

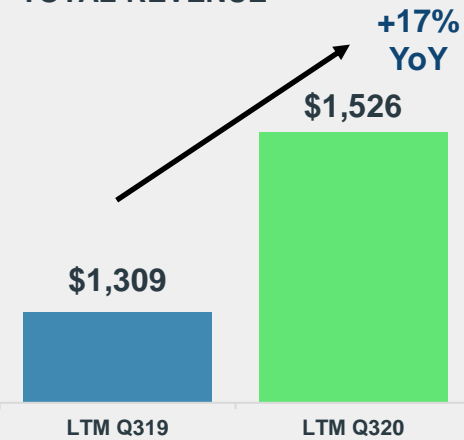


ADJUSTED EBITDA

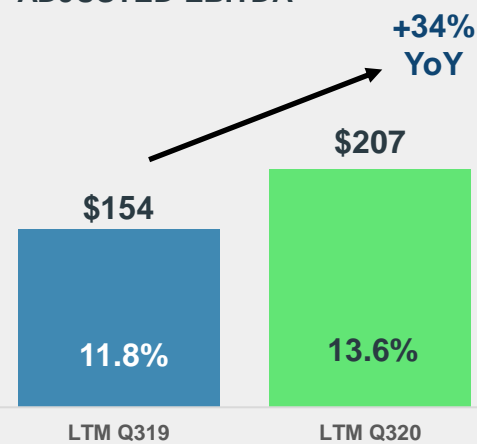


ENGAGE

TOTAL REVENUE



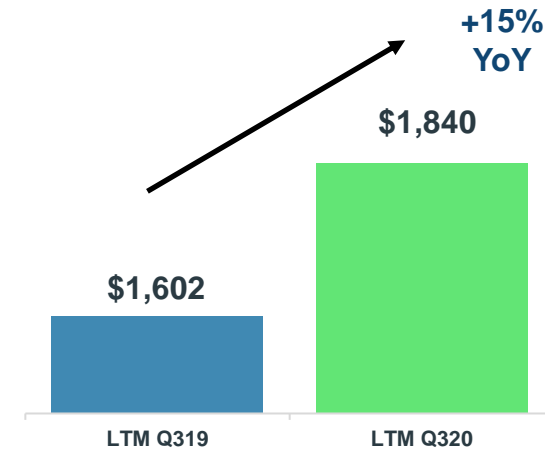
ADJUSTED EBITDA



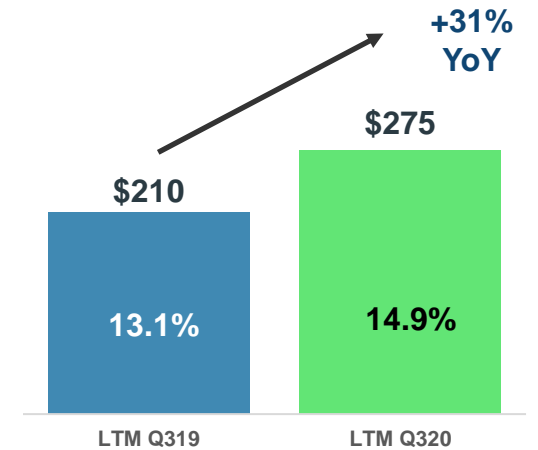
FINANCIAL PERFORMANCE DIGITAL AND ENGAGE

TOTAL REVENUE

TOTAL REVENUE



ADJUSTED EBITDA



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\$'s in millions

CAPITAL DEPLOYMENT PRIORITIES

WHILE MAINTAINING SOUND LEVERAGE
AND DEBT-SERVICE CAPACITY:



Maintaining our Market Leadership



Organic Growth



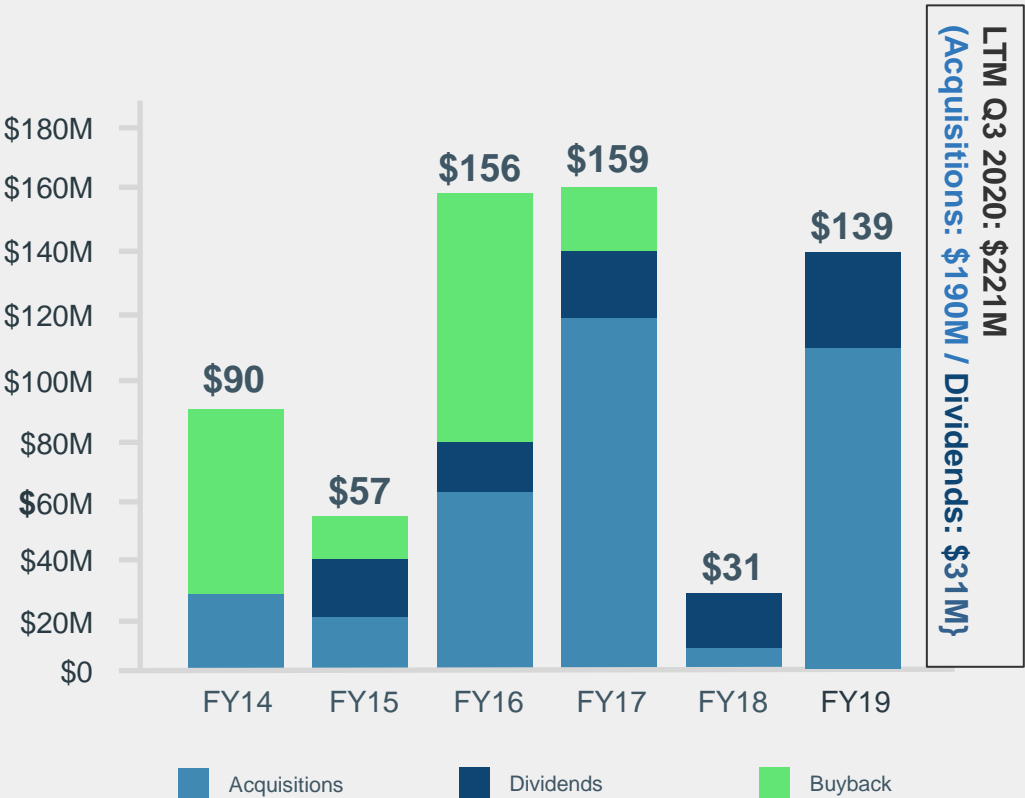
Inorganic Growth (M&A)



Shareholder Returns

- Dividends
- Buyback

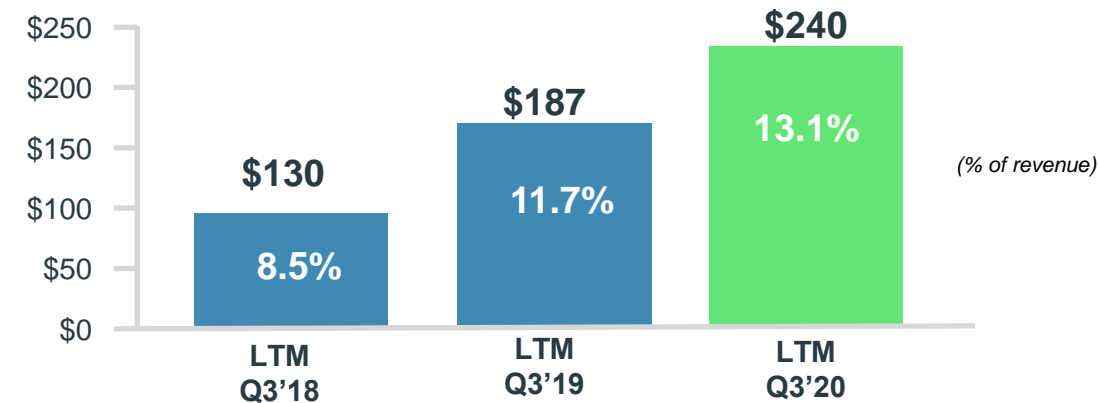
DISCRETIONARY CAPITAL DEPLOYMENT



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TRENDS — CASH FLOW AND CAPEX

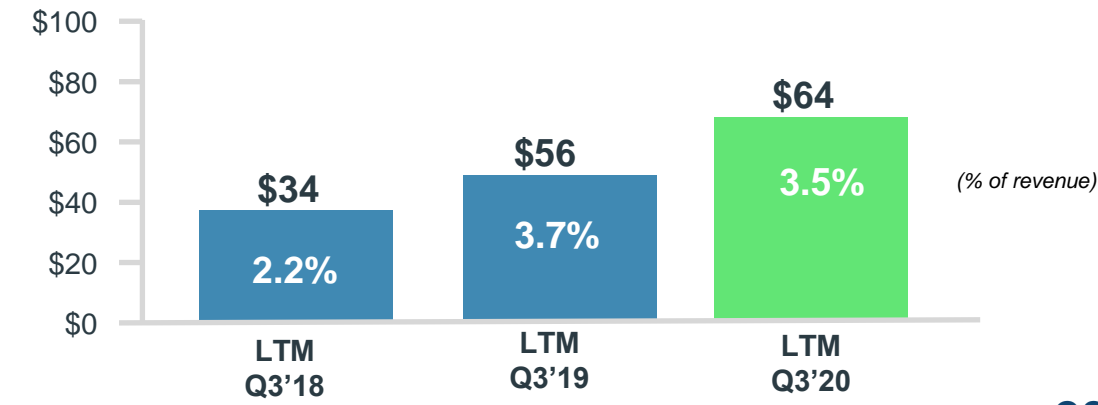
CASH FLOW FROM OPERATIONS (millions)



Significant increase in cash flow from operations

Operating cash flow further enhanced by new AR factoring facility

CAPEX – NET OF FINANCING (millions)



Capex as a percentage of revenue remains relatively low

Supporting our technological advancements and growth in our global operations

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ESG: GROWING A SOCIALLY AND ENVIRONMENTALLY RESPONSIBLE BUSINESS

Meeting the needs of the present without compromising the ability of future generations to enjoy our world is a part of our mission to *bring humanity to business*. We believe that proactively managing environmental, social, and governance (“ESG”), issues as part of our business strategy, is critical to our sustainable growth and is an important part of our risk management strategy.

Our ESG initiatives are focused on issues specific to our business, employees, clients and stockholders, including:



Sustainable Operations: sustainability is good for business

- Resource consumption
- Sustainable workplace by design
- Reuse and recycle

People Strategies focused on the future

- Innovator in @home employment
- Diversity and inclusion
- Development and training
- Employee engagement

Philanthropy

- Giving back is a value that TTEC and its employees share. In 2019, our TeleTech Foundation approved over 100 employee- recommended grants to donate \$0.4 million globally for programs to which our employees donated time and resources.

Responsible Data Management

APPENDIX

TTEC — RECONCILIATION OF NON-GAAP FINANCIAL INFORMATION

RECONCILIATION OF NON-GAAP FINANCIAL INFORMATION (In millions)	Consolidated				Engage				Digital	
	LTM Q3 2019	LTM Q3 2020			LTM Q3 2019	LTM Q3 2020			LTM Q3 2019	LTM Q3 2020
Revenue	\$ 1,601.5	\$ 1,839.6			\$ 1,309.0	\$ 1,526.0			\$ 292.5	\$ 313.6
Reconciliation of Adjusted EBITDA:										
Earnings before Income Taxes	\$ 106.7	\$ 148.4			\$ 63.7	\$ 98.7			\$ 43.0	\$ 49.7
Interest income / expense, net	17.7	19.0			17.7	19.1			0.0	(0.1)
Depreciation and amortization	67.6	75.7			57.3	62.4			10.3	13.3
Asset impairment and restructuring charges	7.0	4.5			4.6	3.0			2.4	1.6
Gain on sale of business units	(1.5)	(0.8)			(1.5)	(0.8)			-	-
Gain on dissolution of foreign subsidiary	-	19.9			-	19.9			-	-
Changes in acquisition contingent consideration	(2.8)	(4.3)			(2.8)	(4.3)			-	-
(Gain) Loss on asset held for sale and reclassified to asset held and used	(0.4)	-			2.9	-			(3.3)	-
Allowance for doubtful accounts receivable from customer in bankruptcy	2.7	-			2.7	-			-	-
Writeoff of contract acquisition costs	1.4	-			1.4	-			-	-
Writeoff of value added tax due to change in foreign tax law	1.0	-			1.0	-			-	-
Gain on sale of trademarks	(0.7)	-			(0.7)	-			-	-
Gain on recovery of receivables in connection with division in winddown	(1.4)	-			(1.4)	-			-	-
Equity-based compensation expenses	12.5	12.6			9.3	8.8			3.2	3.8
Adjusted EBITDA	\$ 209.9	\$ 274.9			\$ 154.2	\$ 206.8			\$ 55.8	\$ 68.2
Adjusted EBITDA Margin %	13.1%	14.9%			11.8%	13.6%			19.1%	21.7%
Reconciliation of Non-GAAP Income from Operations:										
Income from Operations	\$ 119.9	\$ 185.8			\$ 80.2	\$ 136.4			\$ 39.6	\$ 49.4
Restructuring charges, net	3.1	2.1			3.0	1.3			0.1	0.9
Impairment losses	3.9	2.4			1.6	1.7			2.3	0.7
Non-GAAP Income from Operations	\$ 126.9	\$ 190.4			\$ 84.8	\$ 139.4			\$ 42.1	\$ 51.0
Non-GAAP Income from Operations Margin %	7.9%	10.3%			6.5%	9.1%			14.4%	16.3%
Allowance for doubtful accounts receivable from customer in bankruptcy	2.7	-			2.7	-			-	-
Writeoff of contract acquisition costs	1.4	-			1.4	-			-	-
Writeoff of value added tax due to change in foreign tax law	1.0	-			1.0	-			-	-
Adjusted Non-GAAP Income from Operations	\$ 132.0	\$ 190.4			\$ 89.9	\$ 139.4			\$ 42.1	\$ 51.0
Adjusted Non-GAAP Income from Operations Margin %	8.2%	10.3%			6.9%	9.1%			14.4%	16.3%
Non-GAAP EPS	\$ 1.88	\$ 2.94								

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Investor Relations Contact

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POWERING THE VIRTUAL CX ECONOMY

