



CX Innovator TTEC Selected as Finalist for Best of Enterprise Connect 2018

March 7, 2018

Humanify™ Digital Worker Factory Chosen for Delivering Innovation within the Enterprise Communications Industry

DENVER, March 7, 2018 /PRNewswire/ -- TTEC (NASDAQ: TTEC) a global customer experience company that designs, builds and operates captivating omnichannel customer experiences on behalf of the world's most prestigious and innovative brands, today announced its selection as a finalist for the Best of Enterprise Connect 2018 for Humanify™ Digital Worker Factory.

The company has created an innovative AI/Bot solution called the Humanify Digital Worker Factory that brings together talent and technology to drive omnichannel customer experiences: <http://www.ttec.com/ai-and-bots>

The Best of Enterprise Connect program awards exhibitors that have made advancements within the enterprise communications and collaboration industry with new and powerful innovations. The recipient of this year's Best of Enterprise Connect award will be honored during the event, taking place March 12-15 at the Gaylord Palms in Orlando, FL. Enterprise Connect 2018 is the leading conference and exhibition for enterprise collaboration and customer engagement technologies in North America.

"We appreciate the recognition from Enterprise Connect for our Humanify Digital Worker Factory and look forward to demonstrating the value of this innovative AI/Bot solution during the event," said Steve Pollema, Senior Vice President, TTEC Digital. "In addition, we'll be demonstrating our other cloud-based platforms and offering an [interactive ROI calculator](#) to illustrate how companies can move beyond individual interactions to deliver true omnichannel customer engagements, and improve customer experience and profitability."

The company will showcase several outcome-based customer engagement solutions now available through its unified offering, Humanify Customer Engagement as a Service, in Booth 1727 at Enterprise Connect, including:

- Humanify Digital Worker Factory
- Humanify Omnichannel
- Humanify Insights Platform

In addition, Katherine Kress, Partner, TTEC Digital, will co-present perspectives on artificial intelligence and analytics during a conference panel discussion, *Contact Centers 2021: Enabling the Customer Service Revolution*, on Monday, March 12 at 9:00am ET.

For more information about the event and TTEC's omnichannel customer experience solutions, visit <http://www.ttec.com/events/enterprise-connect-2018>

About TTEC (pronounced T-tec):

TTEC (NASDAQ: TTEC) is a global customer experience company that designs, builds and operates omnichannel customer experiences on behalf of leading brands across the world. The Company provides outcome-based customer engagement solutions through TTEC Digital, its digital consultancy that creates human centric, tech-enabled, insight-driven customer experience solutions for clients and TTEC Engage, its delivery center of excellence, that operates customer acquisition, care, growth and digital trust and safety services. Founded in 1982, The Company's 49,500 employees operate on six continents across the globe and live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TTEC is bringing humanity to the customer experience, visit www.ttec.com

About Enterprise Connect

For more than 27 years, Enterprise Connect has been the leading conference and exhibition for enterprise communications and collaboration in North America. Enterprise Connect brings corporate IT decision makers together with the industry's vendors, analysts and consultants to focus on the issues central to enterprise networks and communications. Enterprise Connect owns and produces No Jitter, (nojitter.com), providing daily blogging and analysis of enterprise communications, and it also serves the community with a weekly email newsletter and a webinar series. For more information, visit enterpriseconnect.com/orlando. Enterprise Connect is organized by UBM Americas, a part of UBM plc, an Events First marketing and communications services business. For more information, visit ubmamericas.com.

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