



The Top 5 Customer Experience Challenges and How to Fix Them

March 18, 2014

TeleTech and Altimeter Group Present a 1to1 Media Webinar

DENVER, March 18, 2014 /PRNewswire/ -- [TeleTech Holdings, Inc.](#) (NASDAQ: TTEC), a leading global provider of analytics-driven, technology-enabled customer engagement solutions, is partnering with [Altimeter Group](#) on Thursday, March 20, 2014 to present a [1to1 Media](#) webinar addressing the real-world customer engagement strategies companies need in order to cultivate loyalty and increased customer value in today's marketplace.



Companies are struggling to adapt to the evolving expectations of customers who not only have multiple channels of communication at their disposal -- they have individual preferences, too. Successful businesses are learning to integrate customer interactions from all channels into a complete experience that builds trust and increases the value of each contact.

Join special guest [Brian Solis](#), principal analyst, [Altimeter Group](#), [Sean Carithers](#), vice president, customer solutions, [TeleTech](#), and [Mila D'Antonio](#), editor-in-chief, [1to1 Media](#), for a webinar where they will share insights into the top five challenges and solutions to an integrated and successful customer engagement game plan.

WHEN: March 20, 2014, 1 p.m. EDT

REGISTER AT: [1to1 Media website](#), <http://www.1to1media.com/custreg.aspx?itemid=34714&from=splash>

ABOUT TELETECH

TeleTech, founded in 1982, is a leading global provider of analytics-driven, technology-enabled services that puts customer engagement at the core of business success. The Company offers an integrated platform that combines analytics, strategy, process, systems integration, technology and operations to simplify the delivery of the customer experience for Global 1000 clients and their customers. This holistic multichannel approach improves customer satisfaction, increases customer loyalty and drives long-term profitability and growth. From strategic consulting to operational execution, TeleTech's over 40,000 employees speaking over 50 languages deliver results for clients in the automotive, communications and media, financial services, government, healthcare, technology, transportation and retail industries. Through the TeleTech Community Foundation, the Company leverages its innovative leadership to ensure that students in underserved communities around the globe have access to the tools and support they need to maximize their educational outcomes. For additional information, please visit www.teletech.com.

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SOURCE TeleTech Holdings Inc.

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