



## TeleTech to Present at 2014 AHIP Ops/Tech Forum

November 18, 2014

### Lamont Exeter and Kimberly Johnson to Share Best Practices for Health Insurance Providers on Elevating the Member Experience Through Learning Innovation Programs

DENVER, Nov. 18, 2014 /PRNewswire/ -- [TeleTech](#) Holdings, Inc. (NASDAQ: TTEC), a leading global provider of analytics-driven, technology-enabled customer engagement solutions, today announced that Lamont Exeter, vice president of Learning Innovation, and Kimberly Johnson, vice president of Operations, will be speaking at the [America's Health Insurance Plans \(AHIP\) Ops/Tech Forum](#) on November 20, 2014 in Phoenix, Ariz. Exeter and Johnson will be presenting "Integrating Talent Training to Elevate Member Experience."

TeleTech has been a global pioneer in the customer experience industry for more than thirty years by simplifying and personalizing interactions between people and brands. Exeter and Johnson's presentation will illustrate how health insurance providers can deliver an exceptional member experience during what can be a confusing time for consumers under today's transformed healthcare landscape.

Session attendees will learn best practices to attract, develop, engage and retain top talent who can accelerate program ramp and deliver higher quality outcomes. Exeter and Johnson will also share key success factors that increase enrollment, reduce training time and most importantly, improve customer satisfaction while employees benefit from integrated talent training and learning innovation programs.

#### ABOUT TELETECH

TeleTech, founded in 1982, is a leading global provider of analytics-driven, technology-enabled customer experience solutions. The Company offers an integrated platform that combines consulting, technology, care and growth services to simplify and personalize interactions that build deep engagement between people and brands. 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 42,000 employees speaking over 50 languages deliver results for Global 1000 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 [telettech.com](http://telettech.com).

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