



TeleTech Honored as 2014 Avaya Connect Partner of the Year for Services Innovation in the U.S.

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Award Presented for Delivery of First Partner-Hosted Cloud Messaging Service and Focus on Customer Experience Management

DENVER, Feb. 20, 2015 /PRNewswire/ -- [TeleTech](#) Holdings, Inc. (NASDAQ: TTEC), a leading provider of customer experience, engagement and growth solutions, today announced that it has been named the 2014 Avaya Connect Partner of the Year for Services Innovation in the U.S. The recognition was recently announced at the Avaya Executive Partner Forum held in Cancun, Mexico.

The award recognizes TeleTech for leading the way in delivering partner-hosted Avaya Cloud Engagement Solutions, including Avaya's industry-leading Customer and Team Engagement Solutions for contact centers and unified communications. In addition to being the first Avaya partner to offer a partner-hosted cloud messaging service, TeleTech leveraged a hybrid cloud services model to provide full end-to-end solutions to their valued customers.

"Avaya Connect Partners are a critical interface between our customers and Avaya. We depend on them to understand the customer's business and challenges, and how Avaya Engagement Solutions can help differentiate their business," said Richard Steranka, vice president, Worldwide Channels, Avaya. "TeleTech has earned the Avaya Connect Partner of the Year award through a commitment to both their customers and Avaya, and we are extremely pleased to recognize them for their dedication and effort."

"TeleTech continues to appreciate the recognition and partnership that we share with Avaya. The Services Innovation award is a direct result of that partnership in bringing new technologies to market that meet customer expectations where current offers and capabilities fall short," said David Parry, chief technology officer at TSG, part of TeleTech's Customer Technology Services division. "Our work with Avaya on Messaging as a Service, Avaya Agent for Chrome, VDI Agent and TeleTech Cloud Powered by Avaya illustrate the innovation both companies strive for in addressing the Customer Experience Management needs and goals of our mutual customers."

ABOUT TELETECH

TeleTech is a leading global customer engagement company. 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. Operating in 80 countries, TeleTech's 42,000 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.

ABOUT AVAYA

Avaya is a leading provider of solutions that enable customer and team engagement across multiple channels and devices for better customer experience, increased productivity and enhanced financial performance. Its world-class contact center and unified communications technologies and services are available in a wide variety of flexible on-premises and cloud deployment options that seamlessly integrate with non-Avaya applications. The Avaya Engagement Environment enables third parties to create and customize business applications for competitive advantage. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information please visit www.avaya.com.

Certain statements contained in this press release may be forward-looking statements. These statements may be identified by the use of forward-looking terminology such as "anticipate," "believe," "continue," "could," "estimate," "expect," "intend," "may," "might," "plan," "potential," "predict," "should" or "will" or other similar terminology. We have based these forward-looking statements on our current expectations, assumptions, estimates and projections. While we believe these are reasonable, such forward looking statements involve known and unknown risks and uncertainties, many of which are beyond our control. These and other important factors may cause our actual results to differ materially from any future results expressed or implied by these forward-looking statements. For a list and description of such risks and uncertainties, please refer to Avaya's filings with the SEC that are available at www.sec.gov. Avaya disclaims any intention or obligation to update or revise any forward-looking statements.

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Investor Contact Media Contact

Paul Miller	Elizabeth Grice
303.397.8641	303.397.8507

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