



TeleTech Technology Introduces Bundled Cloud Solutions for Mid-Sized Organizations and Enterprises

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New Predefined Bundles Delivered as Unified Communications as a Service for Contact Center as a Service; Allow Clients to Opt for Solution Best Suited for Current and Future Needs

DENVER, March 7, 2016 /PRNewswire/ -- [TeleTech](#) Technology, comprised of subsidiaries eLoyalty and TSG, and a leading provider of cloud and on-premises contact center solutions powered by Avaya and Cisco, today announced the introduction of new bundled cloud solutions for mid-sized organizations and enterprises during the [2016 Enterprise Connect](#) conference in Orlando, Florida.

Created to deliver comprehensive Unified Communications (UC) and Contact Center solutions in a hassle-free delivery model, TeleTech Technology now offers a portfolio of packaged cloud solutions with robust feature sets that leverage the cloud's ability to scale and add functionality as required.

The four new bundles include:

- **Cloud Connect** – Designed for the enterprise looking to provide seamless collaboration capabilities without the need to purchase and maintain equipment, Cloud Connect offers a rich UC collaboration environment as a service (UCaaS) built on an industry-leading platform. Enterprises can operationalize IT expenses while adding scale or features as needed.
- **Cloud Direct** – Intended for the enterprise seeking to provide a next-generation customer experience, Cloud Direct offers a powerful contact center solution delivered as a service (CCaaS) built on an industry gold standard contact center platform. Enterprises can access the latest customer engagement features and functionality, and take advantage of a usage-based billing model.
- **Cloud Direct Plus** – An option well suited to the mid-market enterprise desiring a seamless omnichannel solution, with robust features to make customer experiences a brand differentiator at a fraction of the standard startup cost.
- **Cloud Select** – Created for organizations demanding cutting-edge technology solutions, Cloud Select is the most inclusive of TeleTech's bundles, providing every channel, every option, and every feature for a peerless, competition-crushing customer experience.

"TeleTech Technology's Cloud bundle solutions allow our clients to opt for the feature-rich solution best suited for their needs," said Steve Pollema, senior vice president, TeleTech Technology. "These predefined bundles offer the advantages of implementation and cost efficiencies made possible by standardization, while simultaneously serving as a starting point to further customize a solution as business needs evolve."

For more information about TeleTech Technology's bundled cloud solutions, visit teletechtechnology.com/EC16

ABOUT TELETECH TECHNOLOGY

TeleTech Technology is a pioneer among North American partners in offering cloud and on-premises contact center solutions powered by Avaya and Cisco. As a leading partner in the design and delivery of customer experience technology solutions, it specializes in helping companies across the globe provide faster, smarter and more agile customer interactions. TeleTech Technology is a recognized Platinum Avaya Connect Partner and Cisco Gold Partner. In addition, it has earned a 4.6/5.0 overall customer satisfaction rating and 4.8/5.0 implementation satisfaction rating, making it one of the highest ranked Avaya and Cisco business partners. For more information, visit teletech.com/what-we-do/technology.

ABOUT TELETECH

TeleTech (NASDAQ: TTEC) is a leading global provider of customer experience, engagement and growth solutions. 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. Servicing over 80 countries, TeleTech's 41,000 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.

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