



eLoyalty Offers New Enterprise-Class Cloud Solution for Mid-Sized Businesses

November 2, 2016

DENVER, Nov. 2, 2016 /PRNewswire/ -- [eLoyalty](#), a [TeleTech Technology](#) company, today announced that it has released two new enterprise-class cloud contact center offerings for mid-sized businesses: eLoyalty Experience and Experience+.

Leveraging over 25-years of expertise in designing, implementing and servicing enterprise-scale customer experience solutions with the Cisco® Hosted Collaboration Solution (HCS) and traditional premises-based platforms, eLoyalty Experience and Experience+ bundles this stability and expertise into solutions ideal for companies with 75 to 400 customer contact representatives.

"For too long mid-size companies have been relegated to using unreliable contact center technology with feature, scale, and geographic limitations. eLoyalty Experience and Experience+ offers bridge the gap between mid-size and enterprise by providing the functionality, reliability and scalability once available only to large corporations with a solution that's both affordable and easily implemented," said Steve Pollema, president, eLoyalty/TeleTech Technology. "Our solutions give these rising businesses the ability to compete with even the largest of competitors by providing a world-class customer experience and helping them grow."

With features including email, chat, optional SMS, *icPortal*®/*icPortal* Mobile, IVR, CRM integrations, 24x7x365 support, high availability, disaster recovery, and enterprise-class security, the scalable eLoyalty Experience and Experience+ offers transform the aspirational into the operational for the mid-sized business contact center.

For more information, please visit [eLoyalty Experience](#) to learn how mid-sized organizations can easily and affordably achieve an enterprise-class customer experience.

ABOUT ELOYALTY

eLoyalty, a TeleTech (NASDAQ: TTEC) company, was the first North American partner to achieve Cisco HCS Certification and Contact Center as a Service Designation, has received the Cisco Advanced Technology Partner Certification for Contact Center Enterprise and Customer Voice Portal, and the Cisco Customer Satisfaction Award every year since 2007. We are the only Cisco Cloud Partner offering a solution with this type of increased flexibility and capability incorporated directly into the HCS platform. With a 95 percent client renewal rate, eLoyalty has proven itself a deserving partner as it helps chart customer experience technology roadmaps, implementing cloud systems to provide safer, faster, smarter, and more agile service interactions. For more information, visit [eLoyalty.com](#).

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. *icPortal* is a trademark of eLoyalty, a TeleTech Company.

Investor Contact Media Contact

Paul Miller	Elizabeth Grice
303.397.8641	303.397.8507

Logo - <http://photos.prnewswire.com/prnh/20140717/127860>

To view the original version on PR Newswire, visit: <http://www.prnewswire.com/news-releases/eloyalty-offers-new-enterprise-class-cloud-solution-for-mid-sized-businesses-300355622.html>

SOURCE TeleTech Holdings, Inc.