

CONTACTS

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"We help our clients across the world build deeper customer relationships and brand loyalty through the delivery of seamless, personalized, omnichannel interactions, increasingly driven by technological advances in a digital world." provide exceptional customer experiences across every interaction channel."

—Kenneth Tuchman, Founder, Chairman and Chief Executive Officer

TTEC HOLDINGS, INC.

As of 3/31/2019

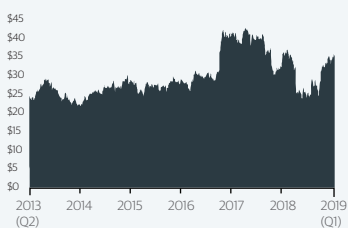
NASDAQ Exchange	TTEC
Market Cap (MM)	\$1,674.2
Enterprise Valuation (MM)	\$1,885.6
Q1 Weighted-Average Diluted Shares Outstanding (MM)*	46.6
Share Price (as of 3/31/19)	\$36.23
52-Week Range	\$23.01-\$37.55

FINANCIAL METRICS

LTM Revenue (GAAP) (MM)	\$1,528.3
LTM Diluted EPS (GAAP)	\$1.08
LTM Revenue (Non-GAAP) (MM)	\$1,521.0
LTM Diluted EPS (Non-GAAP)	\$1.60
LTM EBITDA Adjusted (MM)	\$193.6
Debt/LTM EBITDA (Non-GAAP)	1.4x
Dividend per Share** (annualized estimate)	\$0.60

* Weighted average for Q1 2019
 **Subject to board approval
 Source: Company reports, Capital IQ

FIVE-YEAR TTEC PERFORMANCE*



* as of 3/31/2019

HEADQUARTERS
 9197 S. Peoria Street
 Englewood, CO 80112

WEBSITE
 ttec.com

EMPLOYEES
 49,300

CLIENTS
 300+

ABOUT TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading digital global customer experience technology and services company focused on the design, implementation and delivery of transformative customer experience for many of the world's most iconic and disruptive brands. The Company delivers outcome-based customer engagement solutions through TTEC Digital, its digital consultancy that designs and builds human centric, tech-enabled, insight-driven customer experience solutions for clients and TTEC Engage, its delivery center of excellence, that operates customer acquisition, care, fraud prevention and detection, and content moderation services. Founded in 1982, the Company's 49,300 employees operate on six continents across the globe and live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TTEC is bringing humanity to the customer experience, visit www.ttec.com.

INVESTMENT THESIS

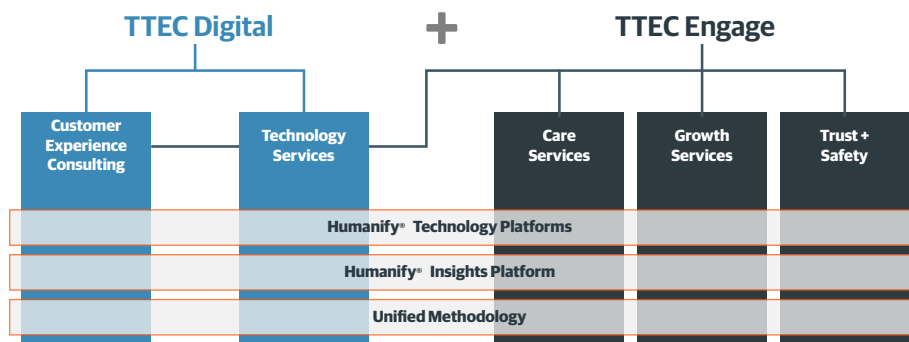
- INDUSTRY LEADER**
 - Global leader in customer experience, engagement and growth
 - 36-year heritage of innovation in technology-rich, value-oriented capabilities
 - 22-year public company, supporting 6 continents & 50 languages
 - Deep domain expertise, proven industry leaders
- INTEGRATED OFFERINGS**
 - Humanify® Customer Engagement as a Service offering end-to-end customer consulting, technology, growth, care, fraud detection and prevention, and content moderation
 - New standards of excellence through more strategic, outcome-based results
- RECURRING REVENUE**
 - High revenue visibility in Customer Care, Technology and Growth
 - Growing revenue from expanded clientele, geographies and integrated offerings
 - 10+ year relationships with over 30 household named clients
- SUSTAINABLE VALUE CREATION**
 - Significant investment in innovation, operations, leadership and sales
 - Commitment to acquisitions and capital distributions
- FINANCIAL PERFORMANCE**
 - Industry leading financial performance, including ROIC
 - Strong cash flow and balance sheet

KEY PRIORITIES AND GROWTH DRIVERS

- 1. Deliver Sustainable and Profitable Growth**
 - Expand integrated global customer engagement offerings
 - Stronger bookings with improved quality and diversity
- 2. Increase Market Adoption of Our Differentiated Solution**
 - Accelerate investments in our vertical, geographic and sales strategies
- 3. Increase Investment in Continuous Innovation**
 - Stay strategically relevant and ahead of the needs of our client base with new products and services
- 4. Execute Acquisitions**
 - Inorganic growth through accretive and strategic acquisitions

Humanify® Customer Engagement as a Service

One integrated platform that delivers seamless engagement between brands and customers.



Humanify® Technology Platforms provide best of breed CX technology
Humanify® Insights Platform is a comprehensive CX analytics dashboard
Unified Methodology knits the solutions together for consistent outcomes

TTEC Digital
 Humanizing Digital + Digitally Enabling Humans

- Strategy + Optimization
- Analytics + Insights
- Learning + Performance
- AI/Bots
- Omnichannel
- CRM
- Systems Integration
- Cloud

TTEC Engage
 Delivering captivating customer experiences through operational excellence

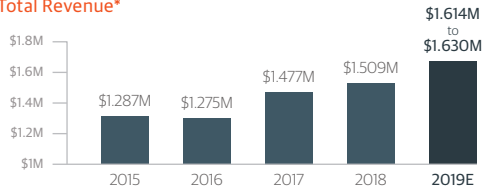
- Care
- Content Moderation
- Fraud Prevention + Detection
- Humanify®@home
- Demand + Acquisition
- Retention + Expansion
- Loyalty
- SMB Sales

GROWTH GOALS

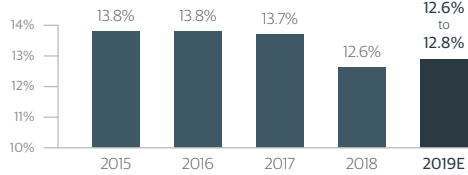
Guidance | 2019 Estimated

Revenue (\$ millions)	Adjusted EBITDA Margin	Adjusted Operating Margin
\$1.614 to \$1.630	12.6% to 12.8%	7.4% to 7.6%

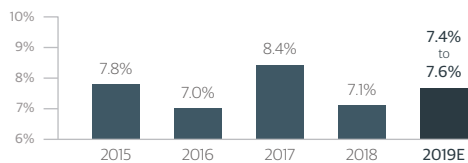
Total Revenue*



Adjusted EBITDA Margin*

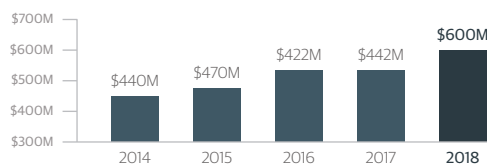


Adjusted Operating Margin*



*2014-2015 - excludes from operating income impairment and restructuring charges.
 2016-2018 - excludes from revenue and operating income i) assets held for sale and wind-down, and ii) impairment, restructuring, and integration charges, and iii) one-time extraordinary items
 2019 - excludes from operating income impairment and restructuring charges

Bookings



LTM ending March 31, 2019: \$632M



Kenneth Tuchman
 Founder, Chairman and Chief Executive Officer
Background
 Founded TTEC in 1982



Marty DeGhetto
 EVP, Chief Operating Officer, TTEC Engage
Background:
 Synnex (Convergys), American Express, AT&T/American Transtech



Dave Anderson
 EVP, Consulting, TTEC Digital
Background
 Tata Consulting Services (TCS), IBM, Steeple Chase, Motorola



Chandra Venkataramani
 SVP, Chief Information Officer
Background
 Convergys, Aegis, Swift Response



Paul Miller
 SVP, Treasurer and Investor Relations Officer
Background
 J.D. Edwards, Wells Fargo Bank, BONY

BRINGING THE INTEGRATED OFFERING TO MARKET

Our integrated go-to-market strategy brings vertical industry and customer experience domain expertise together.

COMMUNICATION MEDIA & TECHNOLOGY

Communications
 High Tech
 Media & Entertainment
 Cable / Satellite

HEALTH & PUBLIC SECTOR

Payor
 Provider
 Pharmaceutical / PBM
 Medical Devices
 Public Sector (Exchanges, Federal, State & Local, Education)

FINANCIAL SERVICES

Banking
 Insurance
 Payments
 Brokerages

INTERNATIONAL GEOGRAPHIES

APAC
 EMEA
 LATAM
 Other Emerging Geographies

DIVERSIFIED

Automotive, Travel & Transportation
 Retail, Consumer Goods & Services
 Energy
 Utilities
 Emerging Industries

Consulting Services (CSS) \$67M* (4% of Rev)
Technology Services (CTS) \$187M* (12% of Rev)
Growth Services (CGS) \$148M* (10% of Rev)
Care Services (CMS) \$1,126M* (74% of Rev)

* Financials based on a LTM GAAP revenue basis (as of March 31, 2019)

ACQUISITIONS ARE FOCUSED ON ENHANCING THE PLATFORM

Company	Strategic Fit	Business Segment	Date of Acquisition
eLoyalty	Cisco omnichannel design, implementation and managed services	CTS	May 2011
iKnowtion	CX data-analytics strategy and execution	CSS	Feb 2012
Guidon	CX strategy and process optimization	CSS	Oct 2012
Sofica Group	Broad European multilingual customer services	CMS	Feb 2014
rogenSi	Leadership and change management consulting	CSS	Aug 2014
Atelka	Canada-based customer experience provider	CMS	Nov 2016
Connexions	Healthcare customer sales and services	CMS	Apr 2017
Motif	India/Philippines-based Trust & Safety and Community Moderation services	CMS	Nov 2017
SCS	UK-based Cisco omnichannel partner	CTS	April 2018



Regina Paolillo
 EVP, Chief Financial and Chief Administrative Officer
Background
 Cognizant (TriZetto), General Atlantic, Creditek, Genpact, Gartner



Judi Hand
 EVP, Chief Revenue Officer
Background
 AT&T, Qwest, US WEST



Steve Pollema
 EVP, Customer Technology Services, TTEC Digital
Background: UST Global, Fresh & Easy Markets, eLoyalty, LLC, MarchFirst, Accenture



Margaret McLean
 Senior Vice President, General Counsel and Chief Risk Officer
Background:
 CH2M HILL, Holme Roberts & Owen, LLP



Harish Mysore
 SVP, Corporate Development
Background
 Sabre, Cognizant (TriZetto), Dell (Perot)

This document may include forward-looking statements related to TTEC's strategy, operations, market assessment, and financial performance and outlook, which are based on managements' current beliefs and assumptions. Such statements reflect managements' opinions as of this time and TTEC has no obligation to revise this information as a result of new information that may become available.

For a description of TTEC's risk factors, review the most recent SEC filings along with TTEC's 2018 Annual Report on Form 10-K.