



About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is a leading 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 48,000 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.

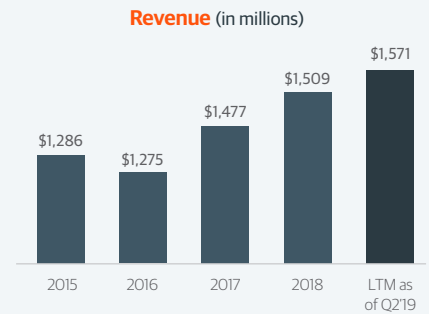
NASDAQ: TTEC

Stock price	\$46.59*
52-week range	\$23.01 - \$46.72
Diluted shares outstanding (000's)	46,684**
Dividends per share (estimated annualized)	\$0.60 ***

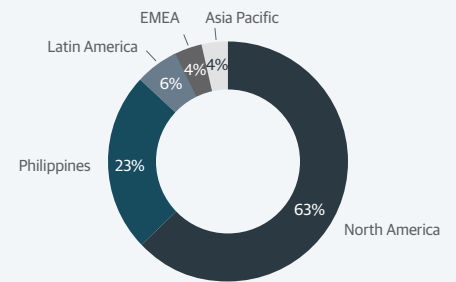
*as of 6/30/2019
 ** weighted average for Q2 2019
 ***subject to Board approval

Financial Highlights (in thousands, except ratios and EPS)

	Q1 2017	Q2 2017	Q3 2017	Q4 2017	2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	2018	Q1 2019	Q2 2019
Revenue	\$338,277	\$353,429	\$359,036	\$426,623	\$1,477,365	\$375,249	\$349,853	\$364,936	\$419,133	\$1,509,171	\$394,356	\$392,515
Operating Income	\$26,490	\$21,589	\$15,800	\$36,610	\$100,489	\$24,941	\$13,503	\$14,657	\$38,953	\$92,054	\$32,092	\$22,873
Operating Margin	7.8%	6.1%	4.4%	8.6%	6.8%	6.6%	3.9%	4.0%	9.3%	6.1%	8.1%	5.8%
Net Income	\$19,245	\$14,694	\$14,769	(\$41,452)*	\$7,256*	\$4,591	\$5,518	\$5,375	\$20,333	\$35,817	\$19,002	\$11,798
Diluted EPS	\$0.42	\$0.32	\$0.32	(\$0.89)*	\$0.16*	\$0.10	\$0.12	\$0.12	\$0.44	\$0.77	\$0.41	\$0.25
Cash	\$66,475	\$77,910	\$78,842	\$74,437	\$74,437	\$81,594	\$71,260	\$93,879	\$78,237	\$78,237	\$89,046	\$75,517
Debt	\$197,641	\$273,335	\$270,807	\$361,308	\$361,308	\$322,140	\$309,334	\$296,186	\$304,495	\$304,495	\$262,660	\$248,316
CAPEX	\$12,035	\$17,554	\$14,343	\$8,026	\$51,958	\$7,508	\$9,375	\$14,958	\$11,609	\$43,450	\$13,200	\$15,228
D&A	\$14,500	\$16,258	\$16,515	\$17,234	\$64,507	\$17,924	\$16,811	\$17,317	\$17,127	\$69,179	\$16,743	\$17,050
Share Buyback	\$11,658	\$6,670	-	-	\$18,328	-	-	-	-	-	-	-
Dividend	-	\$10,069	-	\$11,462	\$21,531	-	\$12,414	-	\$12,932	\$25,346	-	\$13,864

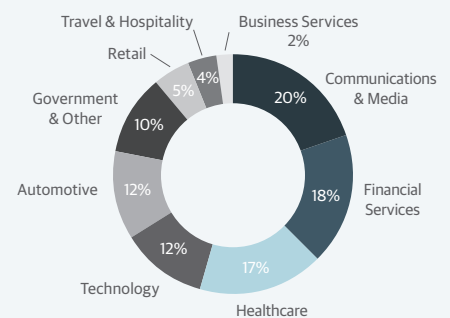


Revenue by Geography*



*Based on geographic location where services are provided

Revenue by Vertical Industry

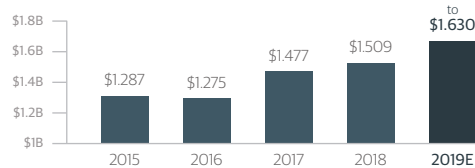


GROWTH GOALS

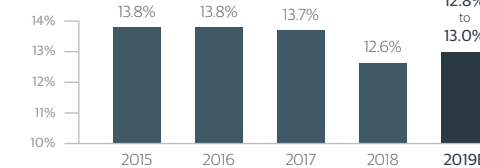
Guidance | 2019 Estimated

Revenue (\$ billions)	Adjusted EBITDA Margin	Adjusted Operating Margin
\$1.622 to \$1.630	12.8% to 13.0%	7.8% to 8.0%

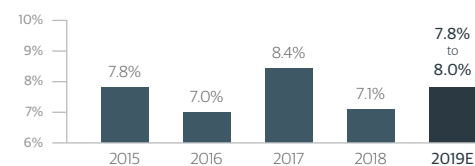
Total Revenue*



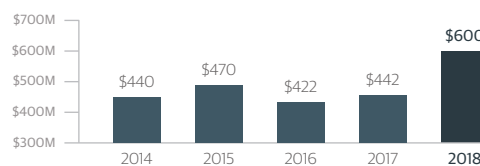
Adjusted EBITDA Margin*



Adjusted Operating Margin*



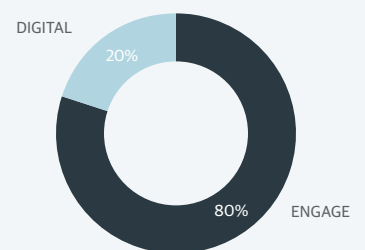
Bookings



LTM ending June 30, 2019: \$614M

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, ii) impairment, restructuring and integration charges and iii) one-time extraordinary items.
 2019 - excludes from operating income impairment, restructuring charges, and PRG wind-down.

Revenue by Segment



Analyst Coverage

Craig-Hallum
 George Sutton612.334.6332

Wells Fargo
 Bill Warmington.....617.603.4283

Selected Financial Information (in thousands, except ratios, per share data and operating data)

Income Statement Data	Q1 2017	Q2 2017	Q3 2017	Q4 2017	2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	2018	Q1 2019	Q2 2019
Revenue	\$338,277	\$353,429	\$359,036	\$426,623	\$1,477,365	\$375,249	\$349,853	\$364,936	\$419,133	\$1,509,171	\$394,356	\$392,515
Cost of services	253,898	268,004	275,548	312,618	1,110,068	283,370	274,260	286,925	313,372	1,157,927	293,334	299,237
Gross profit	\$84,379	\$85,425	\$83,488	\$114,005	\$367,297	\$91,879	\$75,593	\$78,011	\$105,761	\$351,244	\$101,022	\$93,278
SG&A	43,220	43,985	45,167	49,942	182,314	47,045	44,245	43,321	47,817	182,428	49,720	50,864
D&A	14,500	16,258	16,515	17,234	64,507	17,924	16,811	17,317	17,127	69,179	16,743	17,050
Restructuring & other charges	169	3,593	6,006	10,219	19,987	1,969	1,034	2,716	1,864	7,583	2,467	2,491
Operating Income	\$26,490	\$21,589	\$15,800	\$36,610	\$100,489	\$24,941	\$13,503	\$14,657	\$38,953	\$92,054	\$32,092	\$22,873
Net interest income (expense)	(1,892)	(2,217)	(2,570)	(4,214)	(10,893)	(5,391)	(6,294)	(7,009)	(5,504)	(24,198)	(4,948)	(3,779)
Other income (expense)	960	1,197	4,416	(4,704)	1,869	(11,516)	1,741	989	(1,216)	(10,002)	798	1,865
Gain/(loss) on reclassified assets	-	(3,178)	-	600	(2,578)	-	(2,000)	-	384	(1,616)	-	-
Income before income taxes	\$25,558	\$17,391	\$17,646	\$28,292	\$88,887	\$8,034	\$6,950	\$8,637	\$32,617	\$56,238	\$27,942	\$20,959
Income tax benefit (expense)	(5,391)	(1,597)	(2,071)	(69,016)	(78,075)	(2,102)	(653)	(1,893)	(11,835)	(16,483)	(7,466)	(7,345)
Net income (loss)	\$20,167	\$15,794	\$15,575	(\$40,724)	\$10,812	\$5,932	\$6,297	\$6,744	\$20,782	\$39,755	\$20,476	\$13,614
Minority interest	(922)	(1,100)	(806)	(728)	(3,556)	(1,341)	(779)	(1,369)	(449)	(3,938)	(1,474)	(1,816)
Net income (loss) attributable to TTEC Stockholders	\$19,245	\$14,694	\$14,769	(\$41,452)	\$7,256	\$4,591	\$5,518	\$5,375	\$20,333	\$35,817	\$19,002	\$11,798
Net income (loss) per share												
Basic	\$0.44	\$0.35	\$0.34	(\$0.89)	\$0.24	\$0.13	\$0.14	\$0.15	\$0.45	\$0.86	\$0.44	\$0.29
Diluted	\$0.44	\$0.34	\$0.34	(\$0.88)	\$0.23	\$0.13	\$0.14	\$0.15	\$0.45	\$0.86	\$0.44	\$0.29
Net income (loss) per share attributable to TTEC Stockholders												
Basic	\$0.42	\$0.32	\$0.32	(\$0.90)	\$0.16	\$0.10	\$0.12	\$0.12	\$0.44	\$0.78	\$0.41	\$0.25
Diluted	\$0.42	\$0.32	\$0.32	(\$0.89)	\$0.16	\$0.10	\$0.12	\$0.12	\$0.44	\$0.77	\$0.41	\$0.25
Average shares outstanding												
Basic	45,950	45,662	45,838	45,856	45,826	45,871	46,016	46,172	46,193	46,064	46,203	46,318
Diluted	46,315	46,150	46,367	46,461	46,382	46,452	46,401	46,316	46,390	46,385	46,590	46,684
As a percent of revenue												
Gross profit	24.9%	24.2%	23.3%	26.7%	24.9%	24.5%	21.6%	21.4%	25.2%	23.3%	25.6%	23.8%
SG&A	12.8%	12.4%	12.6%	11.7%	12.3%	12.5%	12.6%	11.9%	11.4%	12.1%	12.6%	13.0%
D&A	4.3%	4.6%	4.6%	4.0%	4.4%	4.8%	4.8%	4.7%	4.1%	4.6%	4.2%	4.3%
Operating income	7.8%	6.1%	4.4%	8.6%	6.8%	6.6%	3.9%	4.0%	9.3%	6.1%	8.1%	5.8%
Net income (loss)	6.0%	4.5%	4.3%	(9.5%)	0.7%	1.6%	1.8%	1.8%	5.0%	2.6%	5.2%	3.5%
Net income (loss) attributable to TTEC Stockholders	5.7%	4.2%	4.1%	(9.7%)	0.5%	1.2%	1.6%	1.5%	4.9%	2.4%	4.8%	3.0%
Effective tax rate	21.1%	9.2%	11.7%	243.9%	87.8%	26.2%	9.4%	21.9%	36.3%	29.3%	26.7%	35.0%
Normalized effective tax rate	21.3%	23.4%	19.4%	29.2%	24.4%	24.5%	19.5%	26.8%	27.3%	25.6%	24.7%	24.7%
Balance Sheet Data												
Cash	\$66,475	\$77,910	\$78,842	\$74,437	\$74,437	\$81,594	\$71,260	\$93,879	\$78,237	\$78,237	\$89,046	\$75,517
A/R, net	\$272,827	\$288,041	\$304,493	\$391,902	\$391,902	\$344,249	\$315,756	\$301,770	\$350,962	\$350,962	\$332,867	\$323,823
Net property, plant, equipment	\$151,841	\$160,321	\$162,361	\$163,346	\$163,346	\$157,215	\$156,210	\$161,244	\$161,523	\$161,523	\$165,367	\$162,643
Total assets	\$840,151	\$930,123	\$949,518	\$1,078,736	\$1,078,736	\$1,034,862	\$988,530	\$1,038,606	\$1,054,508	\$1,054,508	\$1,188,642	\$1,179,341
Debt	\$197,641	\$273,335	\$270,807	\$361,308	\$361,308	\$322,140	\$309,334	\$296,186	\$304,495	\$304,495	\$262,660	\$248,316
Total equity	\$375,272	\$395,258	\$399,794	\$362,845	\$362,845	\$345,223	\$331,664	\$328,858	\$352,849	\$352,849	\$365,274	\$390,649
Days sales outstanding	75	76	81	85	85	84	84	78	77	77	76	75
Shares repurchased (\$)	\$11,658	\$6,670	\$-	\$-	\$18,328	\$-	\$-	\$-	\$-	\$-	\$-	\$-
Shares repurchased (#)	386,340	223,131	-	-	609,471	-	-	-	-	-	-	-
Free cash flow	\$34,897	\$32,969	\$9,845	(\$44,517)	\$61,194	\$59,879	\$27,944	\$46,445	(\$9,373)	\$124,895	\$66,763	\$26,075
Operating Data												
Number of delivery centers	82	87	92	97	97	92	89	89	85	85	82	81
Total workstations	38,913	41,026	40,825	44,437	44,437	42,892	43,048	42,611	42,996	42,996	42,475	43,053
Multi-client workstations	31,301	32,934	32,758	35,665	35,665	34,466	35,025	35,106	34,604	34,604	39,080	39,262
Workstation utilization %	78%	76%	78%	83%	83%	78%	76%	77%	80%	80%	75%	72%
Offshore Data												
Offshore revenue	\$108,591	\$108,654	\$110,857	\$125,321	\$453,423	\$113,869	\$107,188	\$106,021	\$110,532	\$437,610	\$110,662	\$109,864
% of Total Engage Revenue	38%	36%	36%	33%	36%	35%	37%	36%	32%	35%	34%	35%
Offshore workstations	22,732	22,991	22,852	24,519	24,519	24,192	24,235	24,189	23,723	23,723	23,511	24,161
% of total workstations	58%	56%	56%	55%	55%	56%	56%	57%	55%	55%	55%	56%
Segment Data (GAAP)												
Revenue												
Digital	\$52,540	\$51,970	\$50,834	\$51,563	\$206,907	\$50,068	\$52,500	\$66,679	\$69,552	\$238,799	\$65,853	\$78,519
Engage	\$285,737	\$301,459	\$308,202	\$375,060	\$1,270,458	\$325,181	\$297,353	\$298,257	\$349,581	\$1,270,372	\$328,503	\$313,996
Total	\$338,277	\$353,429	\$359,036	\$426,623	\$1,477,365	\$375,249	\$349,853	\$364,936	\$419,133	\$1,509,171	\$394,356	\$392,515
Operating Income (Loss)												
Digital	\$3,484	\$5,193	\$5,103	\$700	\$14,480	\$5,346	\$6,764	\$8,469	\$12,475	\$33,054	\$7,759	\$7,709
Engage	\$23,006	\$16,396	\$10,697	\$35,910	\$86,009	\$19,595	\$6,739	\$6,188	\$26,478	\$59,000	\$24,333	\$15,164
Total	\$26,490	\$21,589	\$15,800	\$36,610	\$100,489	\$24,941	\$13,503	\$14,657	\$38,953	\$92,054	\$32,092	\$22,873