



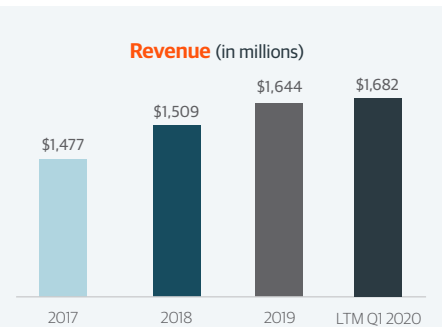
About TTEC

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 48,700 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	\$36.72*
52-week range	\$27.72 - \$49.86
Diluted shares outstanding (000's)	46,813**
Dividends per share (estimated annualized)	\$0.68***

*as of 3/31/2020
 ** weighted average for Q1 2020
 ***subject to Board approval

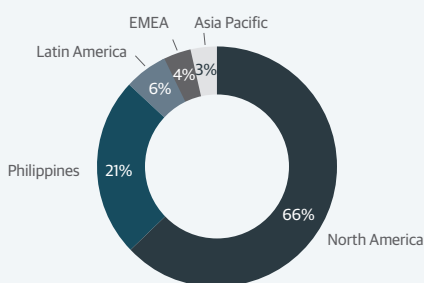


Financial Highlights (in thousands, except ratios and EPS)

	Q1 2018	Q2 2018	Q3 2018	Q4 2018	2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	2019	Q1 2020
Revenue	\$375,249	\$349,853	\$364,936	\$419,133	\$1,509,171	\$394,356	\$392,515	\$395,507	\$461,326	\$1,643,704	\$432,213
Operating Income	\$24,941	\$13,503	\$14,657	\$38,953	\$92,054	\$32,092	\$22,873	\$25,981	\$42,763	\$123,709	\$40,716
Operating Margin	6.6%	3.9%	4.0%	9.3%	6.1%	8.1%	5.8%	6.6%	9.3%	7.5%	9.4%
Net Income	\$4,591	\$5,518	\$5,375	\$20,333	\$35,817	\$19,002	\$11,798	\$18,101	\$28,263	\$77,164	\$21,534
Diluted EPS	\$0.10	\$0.12	\$0.12	\$0.44	\$0.77	\$0.41	\$0.25	\$0.39	\$0.60	\$1.65	\$0.46
Cash	\$81,594	\$71,260	\$93,879	\$78,237	\$78,237	\$89,046	\$75,517	\$85,480	\$82,407	\$82,407	\$520,369
Debt	\$322,140	\$309,334	\$296,186	\$304,495	\$304,495	\$262,660	\$248,316	\$218,894	\$307,482	\$307,482	\$715,612
CAPEX	\$7,508	\$9,375	\$14,958	\$11,609	\$43,450	\$13,200	\$15,228	\$16,010	\$16,338	\$60,776	\$16,813
D&A	\$17,924	\$16,811	\$17,317	\$17,127	\$69,179	\$16,743	\$17,050	\$16,659	\$18,634	\$69,086	\$18,872
Share Buyback	-	-	-	-	-	-	-	-	-	-	-
Dividend	-	\$12,414	-	\$12,932	\$25,346	-	\$13,864	-	\$14,875	\$28,739	-

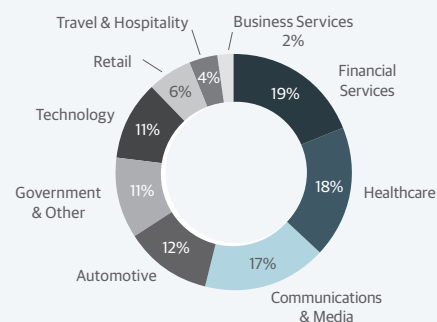
*\$0.34 per share. Declared 2/27/2020. Paid 4/16/2020.

Revenue by Geography*



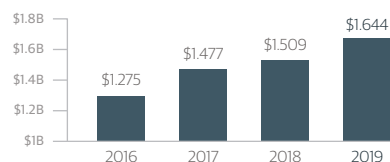
*Based on geographic location where services are provided

Revenue by Vertical Industry



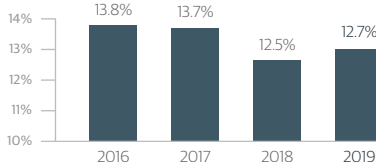
Summary Financial Metrics

Total Revenue (in \$ billions)



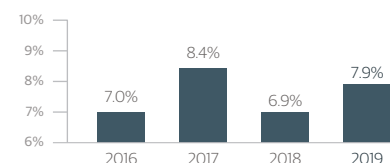
* LTM ending March 31, 2020: \$1,682B

Adjusted EBITDA Margin*



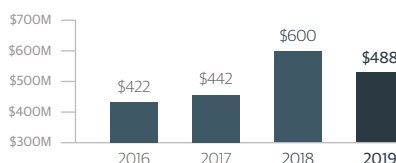
* LTM ending March 31, 2020: 12.9%

Non-GAAP Operating Margin*



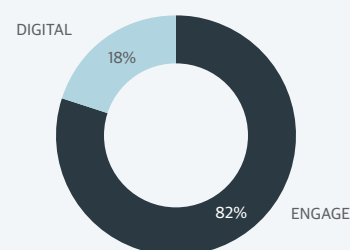
* LTM ending March 31, 2020: 8.1%

Bookings (in \$ millions)



* LTM ending March 31, 2020: \$443M

Revenue by Segment



Analyst Coverage

Bank of America
 Jason Kupferberg
 646.855.1961

Cowen
 Bryan Bergin
 646.562.1369

Craig-Hallum
 George Sutton
 612.334.6332

Northland Capital Markets
 Michael Latimore
 404.386.0850

Sidoti & Company
 Josh Vogel
 212.453.7016

William Blair
 Bhavan Suri
 312.364.5341

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

Income Statement Data	Q1 2018	Q2 2018	Q3 2018	Q4 2018	2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	2019	Q1 2020
Revenue	\$375,249	\$349,853	\$364,936	\$419,133	\$1,509,171	\$394,356	\$392,515	\$395,507	\$461,326	\$1,643,704	\$432,213
Cost of services	283,370	274,260	286,925	313,372	1,157,927	293,334	299,237	304,622	345,694	1,242,887	321,557
Gross profit	\$91,879	\$75,593	\$78,011	\$105,761	\$351,244	\$101,022	\$93,278	\$90,885	\$115,632	\$400,817	\$110,656
SG&A	47,045	44,245	43,321	47,817	182,428	49,720	50,864	48,062	53,894	202,540	49,834
D&A	17,924	16,811	17,317	17,127	69,179	16,743	17,050	16,659	18,634	69,086	18,872
Restructuring & other charges	1,969	1,034	2,716	1,864	7,583	2,467	2,491	183	341	5,482	1,234
Operating Income	\$24,941	\$13,503	\$14,657	\$38,953	\$92,054	\$32,092	\$22,873	\$25,981	\$42,763	\$123,709	\$40,716
Net interest income (expense)	(5,391)	(6,294)	(7,009)	(5,504)	(24,198)	(4,948)	(3,779)	(3,519)	(4,954)	(17,200)	(9,228)
Other income (expense)	(11,516)	1,741	989	(1,216)	(10,002)	798	1,865	2,713	(1,474)	3,902	3,396
Gain/(loss) on reclassified assets	-	(2,000)	-	384	(1,616)	-	-	-	-	-	-
Income before income taxes	\$8,034	\$6,950	\$8,637	\$32,617	\$56,238	\$27,942	\$20,959	\$25,175	\$36,335	\$110,411	\$34,884
Income tax benefit (expense)	(2,102)	(653)	(1,893)	(11,835)	(16,483)	(7,466)	(7,345)	(5,196)	(5,670)	(25,677)	(10,199)
Net income	\$5,932	\$6,297	\$6,744	\$20,782	\$39,755	\$20,476	\$13,614	\$19,979	\$30,665	\$84,734	\$24,685
Minority interest	(1,341)	(779)	(1,369)	(449)	(3,938)	(1,474)	(1,816)	(1,878)	(2,402)	(7,570)	(3,151)
Net income attributable to TTEC Stockholders	\$4,591	\$5,518	\$5,375	\$20,333	\$35,817	\$19,002	\$11,798	\$18,101	\$28,263	\$77,164	\$21,534
Net income per share											
Basic	\$0.13	\$0.14	\$0.15	\$0.45	\$0.86	\$0.44	\$0.29	\$0.43	\$0.66	\$1.83	\$0.53
Diluted	\$0.13	\$0.14	\$0.15	\$0.45	\$0.86	\$0.44	\$0.29	\$0.43	\$0.65	\$1.81	\$0.53
Net income per share attributable to TTEC Stockholders											
Basic	\$0.10	\$0.12	\$0.12	\$0.44	\$0.78	\$0.41	\$0.25	\$0.39	\$0.61	\$1.66	\$0.46
Diluted	\$0.10	\$0.12	\$0.12	\$0.44	\$0.77	\$0.41	\$0.25	\$0.39	\$0.60	\$1.65	\$0.46
Average shares outstanding											
Basic	45,871	46,016	46,172	46,193	46,064	46,203	46,318	46,481	46,487	46,373	46,498
Diluted	46,452	46,401	46,316	46,390	46,385	46,590	46,684	46,768	46,830	46,758	46,813
As a percent of revenue											
Gross profit	24.5%	21.6%	21.4%	25.2%	23.3%	25.6%	23.8%	23.0%	25.1%	24.4%	25.6%
SG&A	12.5%	12.6%	11.9%	11.4%	12.1%	12.6%	13.0%	12.2%	11.7%	12.3%	11.5%
D&A	4.8%	4.8%	4.7%	4.1%	4.6%	4.2%	4.3%	4.2%	4.0%	4.2%	4.4%
Operating income	6.6%	3.9%	4.0%	9.3%	6.1%	8.1%	5.8%	6.6%	9.3%	7.5%	9.4%
Net income	1.6%	1.8%	1.8%	5.0%	2.6%	5.2%	3.5%	5.1%	6.6%	5.2%	5.7%
Net income attributable to TTEC Stockholders	1.2%	1.6%	1.5%	4.9%	2.4%	4.8%	3.0%	4.6%	6.1%	4.7%	5.0%
Effective tax rate	26.2%	9.4%	21.9%	36.3%	29.3%	26.7%	35.0%	20.6%	15.6%	23.3%	29.2%
Normalized effective tax rate	24.5%	19.5%	26.8%	27.3%	25.6%	24.7%	24.7%	21.1%	21.5%	22.9%	23.2%
Balance Sheet Data											
Cash	\$81,594	\$71,260	\$93,879	\$78,237	\$78,237	\$89,046	\$75,517	\$85,480	\$82,407	\$82,407	\$520,369
A/R, net	\$344,249	\$315,756	\$301,770	\$350,962	\$350,962	\$332,867	\$323,823	\$312,128	\$331,096	\$331,096	\$313,639
Net property, plant, equipment	\$157,215	\$156,210	\$161,244	\$161,523	\$161,523	\$165,367	\$162,643	\$164,972	\$176,633	\$176,633	\$173,717
Total assets	\$1,034,862	\$988,530	\$1,038,606	\$1,054,508	\$1,054,508	\$1,188,642	\$1,179,341	\$1,181,866	\$1,376,788	\$1,376,788	\$1,764,768
Debt	\$322,140	\$309,334	\$296,186	\$304,495	\$304,495	\$262,660	\$248,316	\$218,894	\$307,482	\$307,482	\$715,612
Total equity	\$345,223	\$331,664	\$328,858	\$352,849	\$352,849	\$365,274	\$390,649	\$387,143	\$431,730	\$431,730	\$401,406
Days sales outstanding	84	84	78	77	77	76	75	73	66	66	66
Shares repurchased (\$)	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-
Shares repurchased (#)	-	-	-	-	-	-	-	-	-	-	-
Free cash flow	\$59,879	\$27,944	\$46,445	(\$9,373)	\$124,895	\$66,763	\$26,075	\$47,121	\$37,254	\$177,213	\$45,352
Operating Data											
Number of delivery centers	92	89	89	85	85	82	81	80	89	89	87
Total workstations	42,892	43,048	42,611	42,996	42,996	42,475	43,053	42,881	45,611	45,611	43,912
Multi-client workstations	34,466	35,025	35,106	34,604	34,604	39,080	39,262	38,766	41,518	41,518	39,884
Workstation utilization %	78%	76%	77%	80%	80%	75%	72%	70%	74%	74%	73%
Offshore Data											
Offshore workstations	24,192	24,235	24,189	23,723	23,723	23,511	24,161	24,424	23,915	23,915	26,599
% of total workstations	56%	56%	57%	55%	55%	55%	56%	57%	52%	52%	61%
Segment Data (GAAP)											
Revenue											
Digital	\$50,068	\$52,500	\$66,679	\$69,552	\$238,799	\$65,853	\$78,519	\$78,620	\$82,354	\$305,346	\$77,556
Engage	\$325,181	\$297,353	\$298,257	\$349,581	\$1,270,372	\$328,503	\$313,996	\$316,887	\$378,972	\$1,338,358	\$354,657
Total	\$375,249	\$349,853	\$364,936	\$419,133	\$1,509,171	\$394,356	\$392,515	\$395,507	\$461,326	\$1,643,704	\$432,213
Operating Income (Loss)											
Digital	\$5,346	\$6,764	\$8,469	\$12,475	\$33,054	\$7,759	\$7,709	\$11,704	\$11,755	\$38,927	\$10,258
Engage	\$19,595	\$6,739	\$6,188	\$26,478	\$59,000	\$24,333	\$15,164	\$14,277	\$31,008	\$84,782	\$30,458
Total	\$24,941	\$13,503	\$14,657	\$38,953	\$92,054	\$32,092	\$22,873	\$25,981	\$42,763	\$123,709	\$40,716