



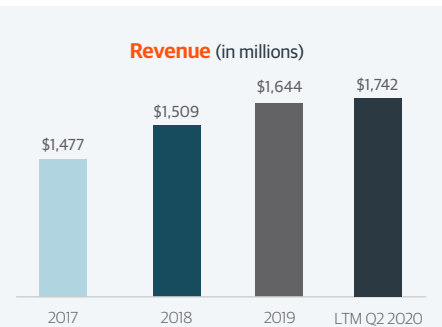
About TTEC

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 51,700 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	\$46.56*
52-week range	\$27.72 - \$49.86
Diluted shares outstanding (000's)	46,861**
Dividends per share (estimated annualized)	\$0.68***

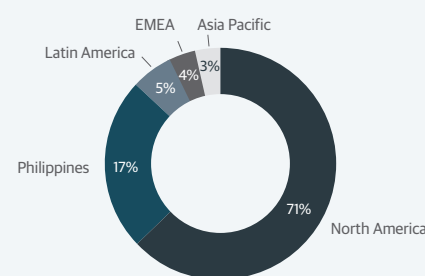
*as of 6/30/2020
 ** weighted average for Q2 2020
 ***subject to Board approval



Financial Highlights (in thousands, except ratios and EPS)

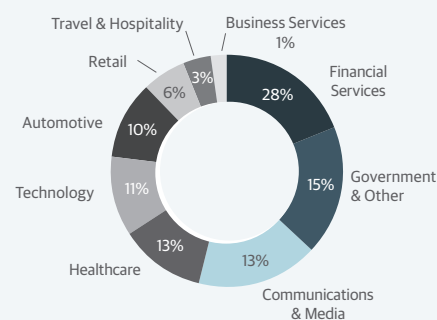
	Q2 2018	Q3 2018	Q4 2018	2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	2019	Q1 2020	Q2 2020
Revenue	\$349,853	\$364,936	\$419,133	\$1,509,171	\$394,356	\$392,515	\$395,507	\$461,326	\$1,643,704	\$432,213	\$453,081
Operating Income	\$13,503	\$14,657	\$38,953	\$92,054	\$32,092	\$22,873	\$25,981	\$42,763	\$123,709	\$40,716	\$48,962
Operating Margin	3.9%	4.0%	9.3%	6.1%	8.1%	5.8%	6.6%	9.3%	7.5%	9.4%	10.8%
Net Income	\$5,518	\$5,375	\$20,333	\$35,817	\$19,002	\$11,798	\$18,101	\$28,263	\$77,164	\$21,534	\$31,325
Diluted EPS	\$0.12	\$0.12	\$0.44	\$0.77	\$0.41	\$0.25	\$0.39	\$0.60	\$1.65	\$0.46	\$0.67
Cash	\$71,260	\$93,879	\$78,237	\$78,237	\$89,046	\$75,517	\$85,480	\$82,407	\$82,407	\$520,369	\$482,255
Debt	\$309,334	\$296,186	\$304,495	\$304,495	\$262,660	\$248,316	\$218,894	\$307,482	\$307,482	\$715,612	\$714,004
CAPEX	\$9,375	\$14,958	\$11,609	\$43,450	\$13,200	\$15,228	\$16,010	\$16,338	\$60,776	\$16,813	\$15,102
D&A	\$16,811	\$17,317	\$17,127	\$69,179	\$16,743	\$17,050	\$16,659	\$18,634	\$69,086	\$18,872	\$18,660
Share Buyback	-	-	-	-	-	-	-	-	-	-	-
Dividend	\$12,414	-	\$12,932	\$25,346	-	\$13,864	-	\$14,875	\$28,739	-	\$15,843

Revenue by Geography*



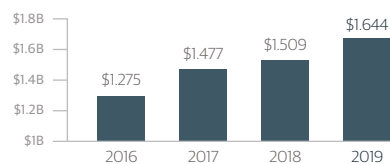
*Based on geographic location where services are provided

Revenue by Vertical Industry



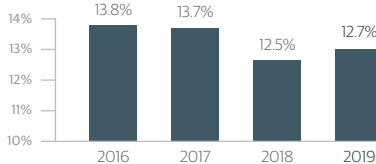
Summary Financial Metrics

Total Revenue (in \$ billions)



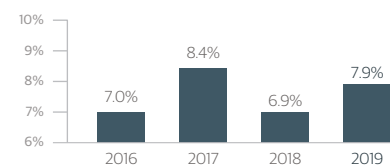
* LTM ending June 30, 2020: \$1.742B

Adjusted EBITDA Margin*



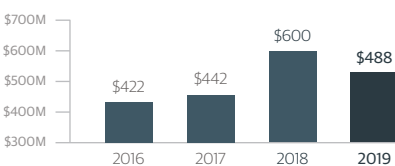
* LTM ending June 30, 2020: 14.0%

Non-GAAP Operating Margin*



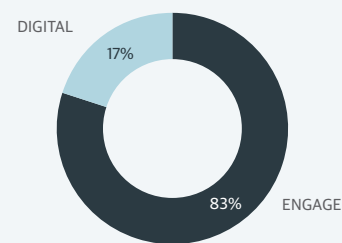
* LTM ending June 30, 2020: 9.2%

Bookings (in \$ millions)



* LTM ending June 30, 2020: \$535M

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

Morgan Stanley
 James Faucette
 212.296.5771

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	Q2 2018	Q3 2018	Q4 2018	2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	2019	Q1 2020	Q2 2020
Revenue	\$349,853	\$364,936	\$419,133	\$1,509,171	\$394,356	\$392,515	\$395,507	\$461,326	\$1,643,704	\$432,213	\$453,081
Cost of services	274,260	286,925	313,372	1,157,927	293,334	299,237	304,622	345,694	1,242,887	321,557	337,306
Gross profit	\$75,593	\$78,011	\$105,761	\$351,244	\$101,022	\$93,278	\$90,885	\$115,632	\$400,817	\$110,656	\$115,775
SG&A	44,245	43,321	47,817	182,428	49,720	50,864	48,062	53,894	202,540	49,834	47,360
D&A	16,811	17,317	17,127	69,179	16,743	17,050	16,659	18,634	69,086	18,872	18,660
Restructuring & other charges	1,034	2,716	1,864	7,583	2,467	2,491	183	341	5,482	1,234	793
Operating Income	\$13,503	\$14,657	\$38,953	\$92,054	\$32,092	\$22,873	\$25,981	\$42,763	\$123,709	\$40,716	\$48,962
Net interest income (expense)	(6,294)	(7,009)	(5,504)	(24,198)	(4,948)	(3,779)	(3,519)	(4,954)	(17,200)	(9,228)	(2,613)
Other income (expense)	1,741	989	(1,216)	(10,002)	798	1,865	2,713	(1,474)	3,902	3,396	(1,761)
Gain/(loss) on reclassified assets	(2,000)	-	384	(1,616)	-	-	-	-	-	-	-
Income before income taxes	\$6,950	\$8,637	\$32,617	\$56,238	\$27,942	\$20,959	\$25,175	\$36,335	\$110,411	\$34,884	\$44,588
Income tax benefit (expense)	(653)	(1,893)	(11,835)	(16,483)	(7,466)	(7,345)	(5,196)	(5,670)	(25,677)	(10,199)	(11,039)
Net income	\$6,297	\$6,744	\$20,782	\$39,755	\$20,476	\$13,614	\$19,979	\$30,665	\$84,734	\$24,685	\$33,549
Minority interest	(779)	(1,369)	(449)	(3,938)	(1,474)	(1,816)	(1,878)	(2,402)	(7,570)	(3,151)	(2,224)
Net income attributable to TTEC Stockholders	\$5,518	\$5,375	\$20,333	\$35,817	\$19,002	\$11,798	\$18,101	\$28,263	\$77,164	\$21,534	\$31,325
Net income per share											
Basic	\$0.14	\$0.15	\$0.45	\$0.86	\$0.44	\$0.29	\$0.43	\$0.66	\$1.83	\$0.53	\$0.72
Diluted	\$0.14	\$0.15	\$0.45	\$0.86	\$0.44	\$0.29	\$0.43	\$0.65	\$1.81	\$0.53	\$0.72
Net income per share attributable to TTEC Stockholders											
Basic	\$0.12	\$0.12	\$0.44	\$0.78	\$0.41	\$0.25	\$0.39	\$0.61	\$1.66	\$0.46	\$0.67
Diluted	\$0.12	\$0.12	\$0.44	\$0.77	\$0.41	\$0.25	\$0.39	\$0.60	\$1.65	\$0.46	\$0.67
Average shares outstanding											
Basic	46,016	46,172	46,193	46,064	46,203	46,318	46,481	46,487	46,373	46,498	46,619
Diluted	46,401	46,316	46,390	46,385	46,590	46,684	46,768	46,830	46,758	46,813	46,861
As a percent of revenue											
Gross profit	21.6%	21.4%	25.2%	23.3%	25.6%	23.8%	23.0%	25.1%	24.4%	25.6%	25.6%
SG&A	12.6%	11.9%	11.4%	12.1%	12.6%	13.0%	12.2%	11.7%	12.3%	11.5%	10.5%
D&A	4.8%	4.7%	4.1%	4.6%	4.2%	4.3%	4.2%	4.0%	4.2%	4.4%	4.1%
Operating income	3.9%	4.0%	9.3%	6.1%	8.1%	5.8%	6.6%	9.3%	7.5%	9.4%	10.8%
Net income	1.8%	1.8%	5.0%	2.6%	5.2%	3.5%	5.1%	6.6%	5.2%	5.7%	7.4%
Net income attributable to TTEC Stockholders	1.6%	1.5%	4.9%	2.4%	4.8%	3.0%	4.6%	6.1%	4.7%	5.0%	6.9%
Effective tax rate	9.4%	21.9%	36.3%	29.3%	26.7%	35.0%	20.6%	15.6%	23.3%	29.2%	24.8%
Normalized effective tax rate	19.5%	26.8%	27.3%	25.6%	24.7%	24.7%	21.1%	21.5%	22.9%	23.2%	24.2%
Balance Sheet Data											
Cash	\$71,260	\$93,879	\$78,237	\$78,237	\$89,046	\$75,517	\$85,480	\$82,407	\$82,407	\$520,369	\$482,255
A/R, net	\$315,756	\$301,770	\$350,962	\$350,962	\$332,867	\$323,823	\$312,128	\$331,096	\$331,096	\$313,639	\$353,289
Net property, plant, equipment	\$156,210	\$161,244	\$161,523	\$161,523	\$165,367	\$162,643	\$164,972	\$176,633	\$176,633	\$173,717	\$177,099
Total assets	\$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	\$1,766,989
Debt	\$309,334	\$296,186	\$304,495	\$304,495	\$262,660	\$248,316	\$218,894	\$307,482	\$307,482	\$715,612	\$714,004
Total equity	\$331,664	\$328,858	\$352,849	\$352,849	\$365,274	\$390,649	\$387,143	\$431,730	\$431,730	\$401,406	\$447,927
Days sales outstanding	84	78	77	77	76	75	73	66	66	66	71
Shares repurchased (\$)	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$-	\$0
Shares repurchased (#)	-	-	-	-	-	-	-	-	-	-	0
Free cash flow	\$27,944	\$46,445	(\$9,373)	\$124,895	\$66,763	\$26,075	\$47,121	\$37,254	\$177,213	\$45,352	\$28,011
Operating Data											
Number of delivery centers	89	89	85	85	82	81	80	89	89	87	86
Total workstations	43,048	42,611	42,996	42,996	42,475	43,053	42,881	45,611	45,611	43,912	43,432
Multi-client workstations	35,025	35,106	34,604	34,604	39,080	39,262	38,766	41,518	41,518	39,884	39,467
Workstation utilization %	76%	77%	80%	80%	75%	72%	70%	74%	74%	73%	68%
Offshore Data											
Offshore workstations	24,235	24,189	23,723	23,723	23,511	24,161	24,424	23,915	23,915	26,599	25,096
% of total workstations	56%	57%	55%	55%	55%	56%	57%	52%	52%	61%	58%
Segment Data (GAAP)											
Revenue											
Digital	\$52,500	\$66,679	\$69,552	\$238,799	\$65,853	\$78,519	\$78,620	\$82,354	\$305,346	\$77,556	\$77,143
Engage	\$297,353	\$298,257	\$349,581	\$1,270,372	\$328,503	\$313,996	\$316,887	\$378,972	\$1,338,358	\$354,657	\$375,939
Total	\$349,853	\$364,936	\$419,133	\$1,509,171	\$394,356	\$392,515	\$395,507	\$461,326	\$1,643,704	\$432,213	\$453,081
Operating Income (Loss)											
Digital	\$6,764	\$8,469	\$12,475	\$33,054	\$7,759	\$7,709	\$11,704	\$11,755	\$38,927	\$10,258	\$14,376
Engage	\$6,739	\$6,188	\$26,478	\$59,000	\$24,333	\$15,164	\$14,277	\$31,008	\$84,782	\$30,458	\$34,586
Total	\$13,503	\$14,657	\$38,953	\$92,054	\$32,092	\$22,873	\$25,981	\$42,763	\$123,709	\$40,716	\$48,962