

### 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, growth and digital trust and safety services. Founded in 1982, the Company's 49,700 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 [ttec.com](http://ttec.com).

### NASDAQ: TTEC

Stock price	\$25.62 *
52-week range	\$23.50-\$43.75
Diluted shares outstanding (000's)	46,316**
Dividends per share (estimated annualized)	\$0.56 ***

\*as of 9/30/2018

\*\* weighted average for Q3 2018

\*\*\*subject to Board approval

### Financial Highlights (in thousands, except ratios and EPS)

	Q2 2016	Q3 2016	Q4 2016	2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	2017	Q1 2018	Q2 2018	Q3 2018
Revenue	\$305,105	\$312,796	\$344,947	\$1,275,258	\$338,277	\$353,429	\$359,036	\$426,623	\$1,477,365	\$375,249	\$349,853	\$364,936
Operating Income	\$16,228	\$12,526	\$6,245	\$52,752	\$26,490	\$21,589	\$15,800	\$36,610	\$100,489	\$24,941	\$13,503	\$14,657
Operating Margin	5.3%	4.0%	1.8%	4.1%	7.8%	6.1%	4.4%	8.6%	6.8%	6.6%	3.9%	4.0%
Net Income	\$11,616	\$11,451	-\$614	\$33,678	\$19,245	\$14,694	\$14,769	(\$41,452)*	\$7,256*	\$4,591	\$5,518	\$5,375
Diluted EPS	\$0.24	\$0.24	(\$0.01)	\$0.71	\$0.42	\$0.32	\$0.32	(\$0.89)*	\$0.16*	\$0.10	\$0.12	\$0.12
Cash	\$55,330	\$61,308	\$55,264	\$55,264	\$66,475	\$77,910	\$78,842	\$74,437	\$74,437	\$81,594	\$71,260	\$93,879
Debt	\$146,222	\$140,922	\$229,646	\$229,646	\$197,641	\$273,335	\$270,807	\$361,308	\$361,308	\$322,140	\$309,334	\$296,186
CAPEX	\$12,794	\$11,120	\$11,969	\$50,832	\$12,035	\$17,554	\$14,343	\$8,026	\$51,958	\$7,508	\$9,375	\$14,958
D&A	\$17,221	\$16,811	\$16,914	\$68,675	\$14,500	\$16,258	\$16,515	\$17,234	\$64,507	\$17,924	\$16,811	\$17,317
Share Buyback	\$27,381	\$21,170	\$17,402	\$74,683	\$11,658	\$6,670	-	-	\$18,328	-	-	-
Dividend	\$8,922	-	\$9,340	\$18,262	-	\$10,069	-	\$11,462	\$21,531	-	\$12,414	\$12,934 <sup>a</sup>

a) \$0.28 per share; Declared 9/27/2018; Paid 10/19/2018

### Third Quarter 2018 Non-GAAP AHFS/WD Reconciliation

#### Revenue

	GAAP Revenue	Revenue Contribution from AHFS/WD	Non-GAAP Revenue (excluding AHFS/WD)
<b>TTEC Digital</b>			
CTS	\$49,967	\$-	\$49,967
YoY Growth:	44.6%		44.6%
CSS	\$16,712	\$1,917	\$14,795
YoY Growth:	2.7%		2.5%
<b>TTEC Engage</b>			
CMS	\$262,360	\$-	\$262,360
YoY Growth:	-5.4%		-5.4%
CGS	\$35,897	\$-	\$35,897
YoY Growth:	16.4%		21.3%
Company (Consolidated)	\$364,936	\$1,917	\$363,019
YoY Growth:	1.6%		2.0%

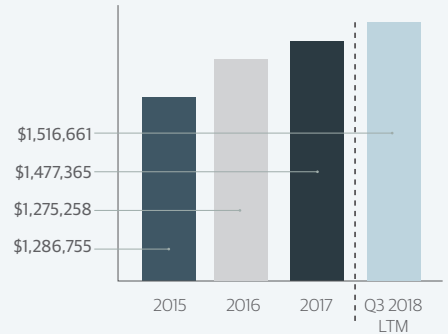
Segments Defined: CTS (Customer Technology Services), CSS (Customer Strategy Services), CMS (Customer Management Services), CGS (Customer Growth Services)

#### Operating Income

	GAAP Operating Income	Non-GAAP Operating Income Adjustments	Non-GAAP Operating Income	Operating Income Contribution from AHFS/WD	Non-GAAP Operating Income (excluding AHFS/WD)
<b>TTEC Digital</b>					
CTS	\$6,778	\$-	\$6,778	\$3	\$6,775
Margin:	13.6%		13.6%		13.6%
CSS	\$1,691	\$82	\$1,773	\$42	\$1,731
Margin:	10.1%		10.6%		11.7%
<b>TTEC Engage</b>					
CMS	\$3,639	\$2,559	\$6,198	-	\$6,198
Margin:	1.4%		2.4%		2.4%
CGS	\$2,549	\$75	\$2,624	\$(27)	\$2,651
Margin:	7.1%		7.3%		7.4%
Company (Consolidated)	\$14,657	\$2,716	\$17,373	\$18	\$17,355
Margin:	4.0%		4.8%		4.8%

Non-GAAP AHFS/WD Defined: Excludes from revenue and operating income i) assets held for sale and wind-down, and ii) impairment, restructuring and integration charges.

### Revenue (in thousands)



### Q3 2018 Revenue by Geography (in thousands)\*

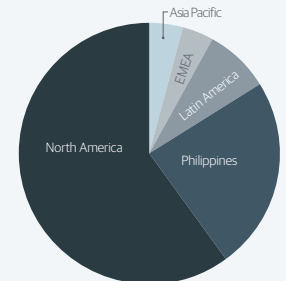
North America  
61% = \$221,834

Philippines  
24% = \$85,272

Latin America  
7% = \$26,351

EMEA  
4% = \$16,112

Asia Pacific  
4% = \$15,367



\*Based on geographic location where services are provided

### Q3 2018 Revenue by Vertical Industry

Telecommunications  
24%

Healthcare  
21%

Financial Services  
17%

Technology  
11%

Automotive  
9%

Retail  
6%

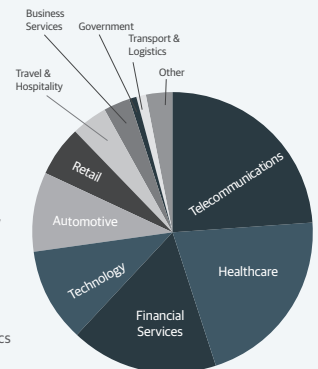
Travel & Hospitality  
4%

Business Services  
3%

Government  
1%

Transport & Logistics  
1%

Other  
3%



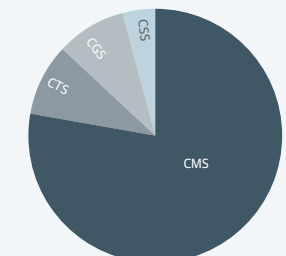
### Q3 2018 Revenue by Segment

CMS 72%

CTS 14%

CGS 10%

CSS 4%



### Analyst Coverage

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

<b>Income Statement Data</b>	Q2 2016	Q3 2016	Q4 2016	2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	2017	Q1 2018	Q2 2018	Q3 2018
Revenue	\$305,105	\$312,796	\$344,947	\$1,275,258	\$338,277	\$353,429	\$359,036	\$426,623	\$1,477,365	\$375,249	\$349,853	\$364,936
Cost of services	226,768	233,541	249,943	941,592	253,898	268,004	275,548	312,618	1,110,068	283,370	274,260	286,925
Gross profit	\$78,337	\$79,255	\$95,004	\$333,666	\$84,379	\$85,425	\$83,488	\$114,005	\$367,297	\$91,879	\$75,593	\$78,011
SG&A	44,774	40,628	44,895	175,797	43,220	43,985	45,167	49,942	182,314	47,045	44,245	43,321
D&A	17,221	16,811	16,914	68,675	14,500	16,258	16,515	17,234	64,507	17,924	16,811	17,317
Restructuring & other charges	114	9,290	26,950	36,442	169	3,593	6,006	10,219	19,987	1,969	1,034	2,716
Operating Income	\$16,228	\$12,526	\$6,245	\$52,752	\$26,490	\$21,589	\$15,800	\$36,610	\$100,489	\$24,941	\$13,503	\$14,657
Net interest income (expense)	(1,490)	(1,644)	(1,777)	(6,709)	(1,892)	(2,217)	(2,570)	(4,214)	(10,893)	(5,391)	(6,294)	(7,009)
Other income (expense)	756	6,254	2,067	9,555	960	1,197	4,416	(4,704)	1,869	(11,516)	1,741	989
Gain/(loss) on held for sale assets	-	(5,300)	-	(5,300)	-	(3,178)	-	600	(2,578)	-	(2,000)	-
Income before income taxes	\$15,494	\$11,836	\$6,535	\$50,298	\$25,558	\$17,391	\$17,646	\$28,292	\$88,887	\$8,034	\$6,950	\$8,637
Income tax benefit (expense)	(2,952)	813	(6,196)	(12,863)	(5,391)	(1,597)	(2,071)	(69,016)	(78,075)	(2,102)	(653)	(1,893)
Net income before minority interest	\$12,542	\$12,649	\$339	\$37,435	\$20,167	\$15,794	\$15,575	(\$40,724)	\$10,812	\$5,932	\$6,297	\$6,744
Minority interest	(926)	(1,198)	(953)	(3,757)	(922)	(1,100)	(806)	(728)	(3,556)	(1,341)	(779)	(1,369)
Net income (loss)	\$11,616	\$11,451	(\$614)	\$33,678	\$19,245	\$14,694	\$14,769	(\$41,452)	\$7,256	\$4,591	\$5,518	\$5,375
Earnings per share												
Basic	\$0.24	\$0.24	(\$0.01)	\$0.71	\$0.42	\$0.32	\$0.32	(\$0.90)	\$0.16	\$0.10	\$0.12	\$0.12
Diluted	\$0.24	\$0.24	(\$0.01)	\$0.71	\$0.42	\$0.32	\$0.32	(\$0.89)	\$0.16	\$0.10	\$0.12	\$0.12
Average shares outstanding												
Basic	47,873	47,081	46,386	47,423	45,950	45,662	45,838	45,856	45,826	45,871	46,016	46,172
Diluted	48,221	47,315	46,677	47,736	46,315	46,150	46,367	46,461	46,382	46,452	46,401	46,316
As a percent of revenue												
Gross profit	25.7%	25.3%	27.5%	26.2%	24.9%	24.2%	23.3%	26.7%	24.9%	24.5%	21.6%	21.4%
SG&A	14.7%	13.0%	13.0%	13.8%	12.8%	12.4%	12.6%	11.7%	12.3%	12.5%	12.6%	11.9%
D&A	5.6%	5.4%	4.9%	5.4%	4.3%	4.6%	4.6%	4.0%	4.4%	4.8%	4.8%	4.7%
Operating income	5.3%	4.0%	1.8%	4.1%	7.8%	6.1%	4.4%	8.6%	6.8%	6.6%	3.9%	4.0%
Net income (loss)	3.8%	3.7%	(0.2%)	2.6%	5.7%	4.2%	4.1%	(9.7%)	0.5%	1.2%	1.6%	1.5%
Effective tax rate	19.1%	(6.9%)	94.8%	25.6%	21.1%	9.2%	11.7%	243.9%	87.8%	26.2%	9.4%	21.9%
Normalized effective tax rate	9.1%	11.0%	38.6%	23.3%	21.3%	23.4%	19.4%	29.2%	24.4%	24.5%	19.5%	26.8%
<b>Balance Sheet Data</b>												
Cash	\$55,330	\$61,308	\$55,264	\$55,264	\$66,475	\$77,910	\$78,842	\$74,437	\$74,437	\$81,594	\$71,260	\$93,879
A/R, net	\$261,569	\$256,039	\$300,808	\$300,808	\$272,827	\$288,041	\$304,493	\$385,751	\$385,751	\$344,249	\$315,756	\$301,770
Net property, plant, equipment	\$170,124	\$164,007	\$151,037	\$151,037	\$151,841	\$160,321	\$162,361	\$163,297	\$163,297	\$157,215	\$156,210	\$161,244
Total assets	\$822,148	\$807,287	\$846,304	\$846,304	\$840,151	\$930,123	\$949,518	\$1,078,736	\$1,078,736	\$1,034,862	\$988,530	\$1,038,606
Debt	\$146,222	\$140,922	\$229,646	\$229,646	\$197,641	\$273,335	\$270,807	\$361,308	\$361,308	\$322,140	\$309,334	\$296,186
Total equity	\$424,199	\$395,063	\$361,895	\$361,895	\$375,272	\$395,258	\$399,794	\$362,845	\$362,845	\$345,223	\$331,664	\$328,858
Days sales outstanding	78	77	79	79	75	76	81	85	85	84	84	78
Shares repurchased (\$)	\$27,381	\$21,170	\$17,402	\$74,683	\$11,658	\$6,670	\$-	\$-	\$18,328	\$-	\$-	\$-
Shares repurchased (#)	1,012,183	742,084	606,508	2,692,732	386,340	223,131	-	-	609,471	-	-	-
Free cash flow	\$28,199	\$43,000	(\$11,220)	\$57,063	\$34,897	\$32,969	\$9,845	(\$44,517)	\$61,194	\$59,879	\$27,944	\$46,445
<b>Operating Data</b>												
Number of delivery centers	73	73	82	82	82	87	92	97	97	92	89	89
Total workstations	35,775	35,642	38,776	38,776	38,913	41,026	40,825	44,437	44,437	42,892	43,048	42,611
Multi-client workstations	24,994	28,871	31,054	31,054	31,301	32,934	32,758	35,665	35,665	34,466	35,025	35,106
Workstation utilization %	70%	71%	80%	80%	78%	76%	78%	83%	83%	78%	76%	77%
<b>Offshore Data</b>												
Offshore revenue	\$104,165	\$111,377	\$114,529	\$436,841	\$108,591	\$108,654	\$110,857	\$125,321	\$453,423	\$113,869	\$107,188	\$106,021
% of total revenue	42%	43%	39%	41%	38%	36%	36%	33%	36%	35%	37%	36%
Offshore workstations	22,669	22,569	22,659	22,659	22,732	22,991	22,852	24,519	24,519	24,192	24,235	24,189
% of total workstations	63%	63%	58%	58%	58%	56%	56%	55%	55%	56%	56%	57%
<b>Segment Data</b>												
Revenue												
Customer Management Services	\$212,8807	\$223,664	\$259,933	\$924,325	\$252,079	\$269,056	\$277,373	\$343,252	\$1,141,760	\$292,641	\$262,213	\$262,360
Customer Growth Services	\$36,893	\$35,301	\$35,292	\$141,005	\$33,658	\$32,403	\$30,829	\$31,808	\$128,698	\$32,540	\$35,140	\$35,897
Customer Technology Services	\$37,350	\$36,580	\$32,056	\$141,254	\$35,693	\$34,798	\$34,563	\$33,527	\$138,581	\$35,208	\$33,816	\$49,967
Customer Strategy Services	\$18,055	\$17,251	\$17,666	\$68,674	\$16,847	\$17,172	\$16,271	\$18,036	\$68,326	\$14,860	\$18,684	\$16,712
Total	\$305,105	\$312,796	\$344,947	\$1,275,258	\$338,277	\$353,429	\$359,036	\$426,623	\$1,477,365	\$375,249	\$349,853	\$364,936
Operating Income (Loss)												
Customer Management Services	\$8,339	\$12,255	\$14,352	\$50,541	\$20,596	\$14,075	\$9,133	\$34,402	\$78,206	\$18,215	\$3,773	\$3,639
Customer Growth Services	\$3,482	\$161	\$2,831	\$6,969	\$2,410	\$2,321	\$1,564	\$1,508	\$7,803	\$1,380	\$2,966	\$2,549
Customer Technology Services	\$3,376	\$3,776	(\$8,999)	\$933	\$3,057	\$3,819	\$4,158	\$1,013	\$12,047	\$4,844	\$5,566	\$6,778
Customer Strategy Services	\$1,031	(\$3,666)	(\$1,939)	(\$5,691)	\$427	\$1,374	\$945	(\$313)	\$2,433	\$502	\$1,198	\$1,691
Total	\$16,228	\$12,526	\$6,245	\$52,752	\$26,490	\$21,589	\$15,800	\$36,610	\$100,489	\$24,941	\$13,503	\$14,657