



Investor Presentation

AUGUST 2021

DRIVING THE EXPERIENCE ECONOMY

Disclosure

This presentation includes forward-looking statements (within the meaning of Section 27A of the Securities Act of 1933 as amended, Section 21E of the Securities Exchange Act of 1934 as amended, and the Private Securities Litigation Reform Act of 1995) relating to TTEC's strategy, operations, value proposition, market assessments and the size of addressable market, financial performance and outlook, including M&A and strategic partnership opportunities, profitability, and cash from operations, which are based on managements' expectations, assumptions and projections with respect to the future, and are not a guarantee of performance.

These statements reflect managements' beliefs as of the time of this presentation. TTEC's actual results may differ materially from what is reflected in the forward-looking statements. New factors or events that are not currently known to us may emerge and materially and adversely affect us and our results of operations. Except as otherwise required by applicable securities laws, TTEC has no obligation to revise this information nor update you about these impacts.

The forward-looking statements are subject to various risks, uncertainties and factors that could cause actual results to differ materially from those described, including risk factors outlined in our most recent SEC filings on Form 10-K and any of our subsequently filed Quarterly Reports on Form 10-Q.

This presentation also contains estimates and other statistical data made by independent parties and by us relating to market size and growth and other data about our industry. This data involves a number of assumptions and limitations, and you are cautioned not to give undue weight to such estimates. Assumptions and estimates of our future performance and the future performance of the markets in which we operate are necessarily subject to a high degree of uncertainty and risk.

In addition to the financials presented in accordance with U.S. generally accepted accounting principles ("GAAP"), this presentation includes certain non-GAAP financial measures. We use the non-GAAP financial measures listed in the appendix to evaluate our ongoing operations and for internal planning and forecasting purposes. We believe that non-GAAP financial measures, when taken collectively, may be helpful to investors because it provides consistency and comparability with past financial performance. However, non -GAAP financial information is presented for supplemental informational purposes only, has limitations as an analytical tool and should not be considered in isolation or as a substitute for financial information presented in accordance with GAAP. In addition, other companies, including companies in our industry, may calculate similarly-titled non-GAAP measures differently or may use other measures to evaluate their performance, all of which could reduce the usefulness of our non-GAAP financial measures as tools for comparison. You should review the reconciliation of our non-GAAP financial measures to the most directly comparable GAAP financial measures set forth in the Appendix, and not rely on any single financial measure to evaluate our business.

For additional information about TTEC's business, refer to the company's 2020 Annual Reports on Form 10K, subsequent Quarterly Reports on Form 10-Q, and other documents filed with the U.S. Federal Securities and Exchange Commission (the "SEC") from time to time, and relevant earnings press releases (including GAAP, Non-GAAP and other reconciliation financial tables included therein). The documents that we filed with the SEC can be obtained for free by visiting EDGAR on the SEC website at www.sec.gov.

TTEC at a Glance

SCALE

DIVERSIFICATION*

FINANCIAL STRENGTH

20
COUNTRIES &
~50 LANGUAGES

~600
CLIENTS**

58K+
TOTAL
EMPLOYEES

~80%
OF EMPLOYEES
WORKING FROM
HOME

~3,000
CX PROFESSIONALS &
ENGINEERS SERVICING
CLIENTS**

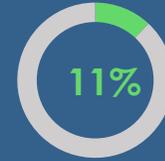
~50%*
OF REVENUE GENERATED
FROM CLIENTS WITH
WHOM WE HAVE HAD A
RELATIONSHIP FOR AT
LEAST 15 YEARS



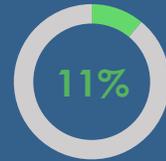
FINANCIAL
SERVICES



HEALTHCARE



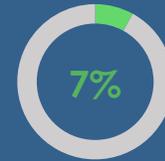
AUTOMOTIVE



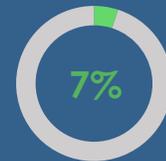
TELECOM &
MEDIA



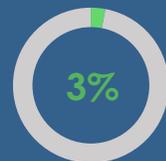
TECHNOLOGY



RETAIL



PUBLIC
SECTOR



TRAVEL &
HOSPITALITY



OTHER

REVENUE (in millions)



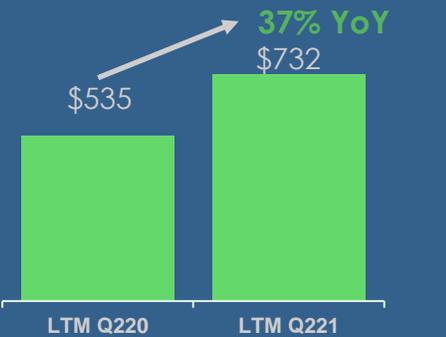
NON-GAAP EPS



ADJUSTED EBITDA (in millions)



BOOKINGS (in millions)



For additional information, refer to TTEC's 2020 Annual Report on Form 10K and subsequent Form 10-Q quarterly reports, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.

* LTM Q2 2021 (excludes the Avtex acquisition in April 2021)

** Client and CX Professional count (including the Avtex acquisition in April 2021)

©2021 TTEC. Confidential and Proprietary. Not for reproduction or distribution.

One TTEC – CUSTOMER EXPERIENCE as a SERVICE PLATFORM (“CXaaS”) COMPRISED OF 2 BUSINESS SEGMENTS

TTEC Digital

We provide digital-first CX technology through our Humanify™ Cloud to connect large enterprises and government agencies to their valued customers and citizens from anywhere in the world

\$323.9M Revenue*
\$ 60.1M Adj EBITDA (18.6% margin)*

TTEC Engage

We provide CX technology + engagement as a managed service for large enterprises and government agencies that desire end-to-end Customer Experience as a Service (CXaaS) through our Intelligent CX (ICX) platform

\$1,834.1M Revenue*
\$ 301.0M Adj EBITDA (16.4% margin)*

* LTM Q2 2021

For additional information, refer to TTEC's filed Annual Reports on Form 10K and Quarterly Reports on Form 10-Q, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.

TTEC Is Powering the Virtual CX Economy



My husband was killed in action and I don't understand our financial situation.



CUSTOMER ENGAGEMENT

Banking and Insurance claims

A Fortune 500 financial services group



I need to run and would like to move this conversation to chat.



MESSAGING

Messaging and technical support

A top 10 telecommunications company



I need at least a 5:1 ROI to justify spending \$100k on a campaign.



CUSTOMER ACQUISITION

Inside sales for SMB advertising

A world-leading tech & digital media company



I'd like to know if I can get a bonus for referring friends.



AUTOMATION

Intelligent virtual assistant to enable self-service

A leading delivery technology company



I'm having trouble with your payment system. Can you help?



HYPERGROWTH

Customer care and tech support

A leader in payment processing technology



I was in an accident with my car and the brakes failed. Is this covered?



DIGITAL TRANSFORMATION

General inquiries, case management, dealer support

One of the largest automakers in the world



I have a health emergency and I can't get to my doctor.



OMNICHANNEL

24/7 health emergency and Medicare Part D

A leading health and wellness company



Someone stole my identity and they're withdrawing money from my account.



FRAUD PREVENTION

Fraud prevention, identity theft, refinement of algorithms for proactive detection

A multinational financial services company

Life Today is Personalized with Unlimited Choices

- Explosion in interactions
- New brands
- Shift to direct to consumer
- Experience is everything
- Digitization

TTEC POWERS THIS
VIRTUAL CX ECONOMY



Not necessarily representative of TTEC's clients

©2021 TTEC. Confidential and Proprietary. Not for reproduction or distribution.



Problem: CX Technology Landscape is Complicated & Highly Fragmented

Thousands of CX Technology Providers

HUMANIFY CORE PLATFORM

INTEGRATION POINTS

OMNICHANNEL



CONVERSATIONAL MESSAGING



QUALITY ASSURANCE



WORKFORCE MANAGEMENT



@home



CRM WORKFLOW



DATA AUGMENTATION



ANALYTICS



ORCHESTRATION



KNOWLEDGE MANAGEMENT



AI/ML/BOTS



RPA



ML/TRANSLATION



CYBER SECURITY



POS & E-Commerce



SOCIAL PERSONA FEEDS



ERP



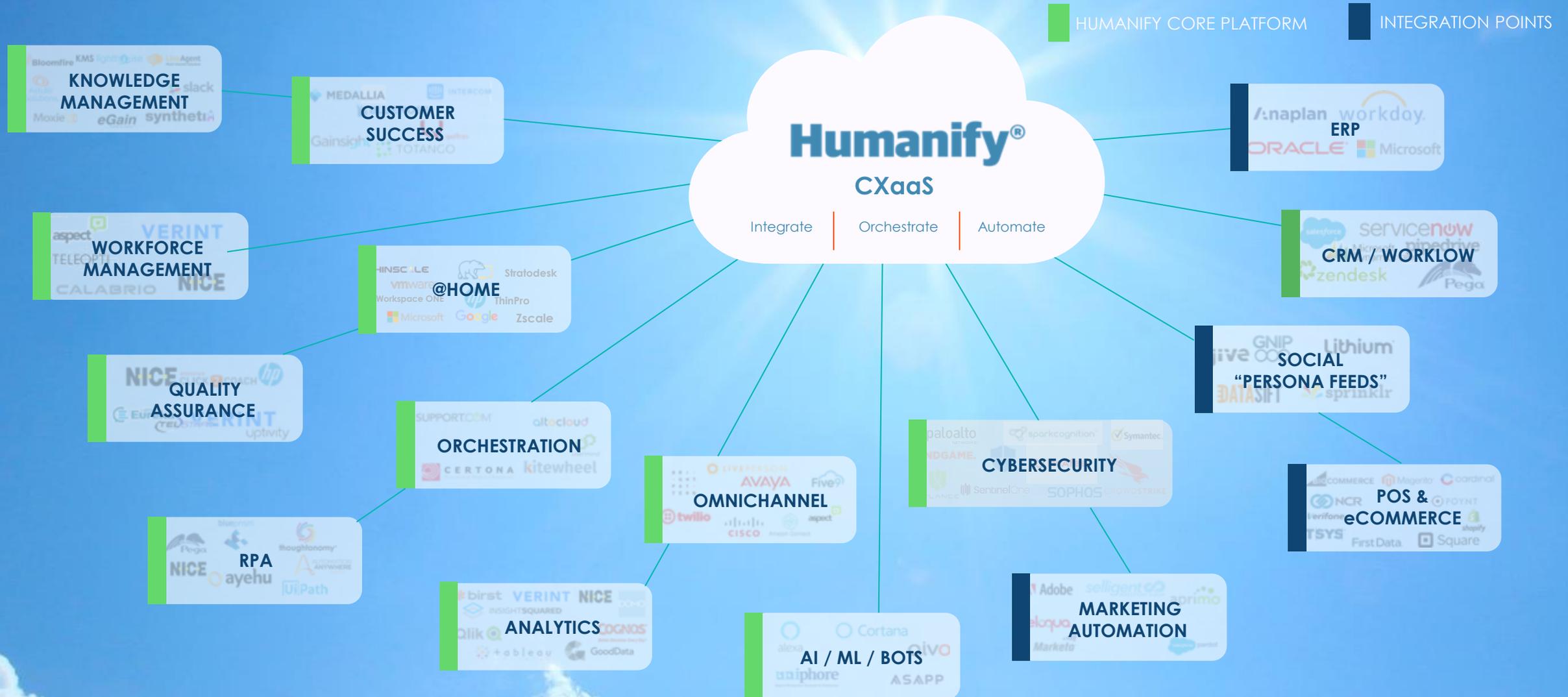
MARKETING AUTOMATION



CX - EX MANAGEMENT



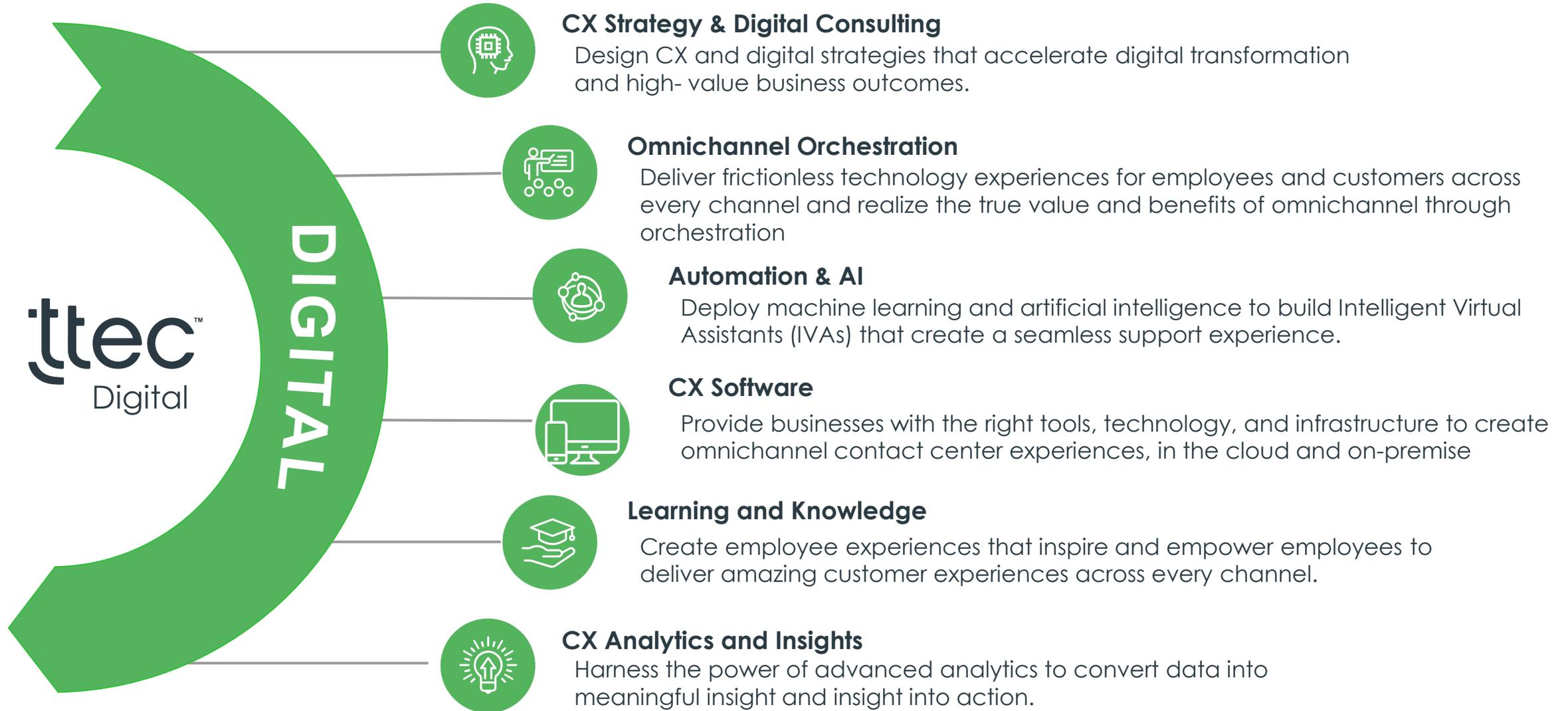
Solution: TTEC's Humanify Cloud Simplifies CX Technology Ecosystem by Integrating and Orchestrating Best-of-Breed CX Tech for Enterprises and Governments



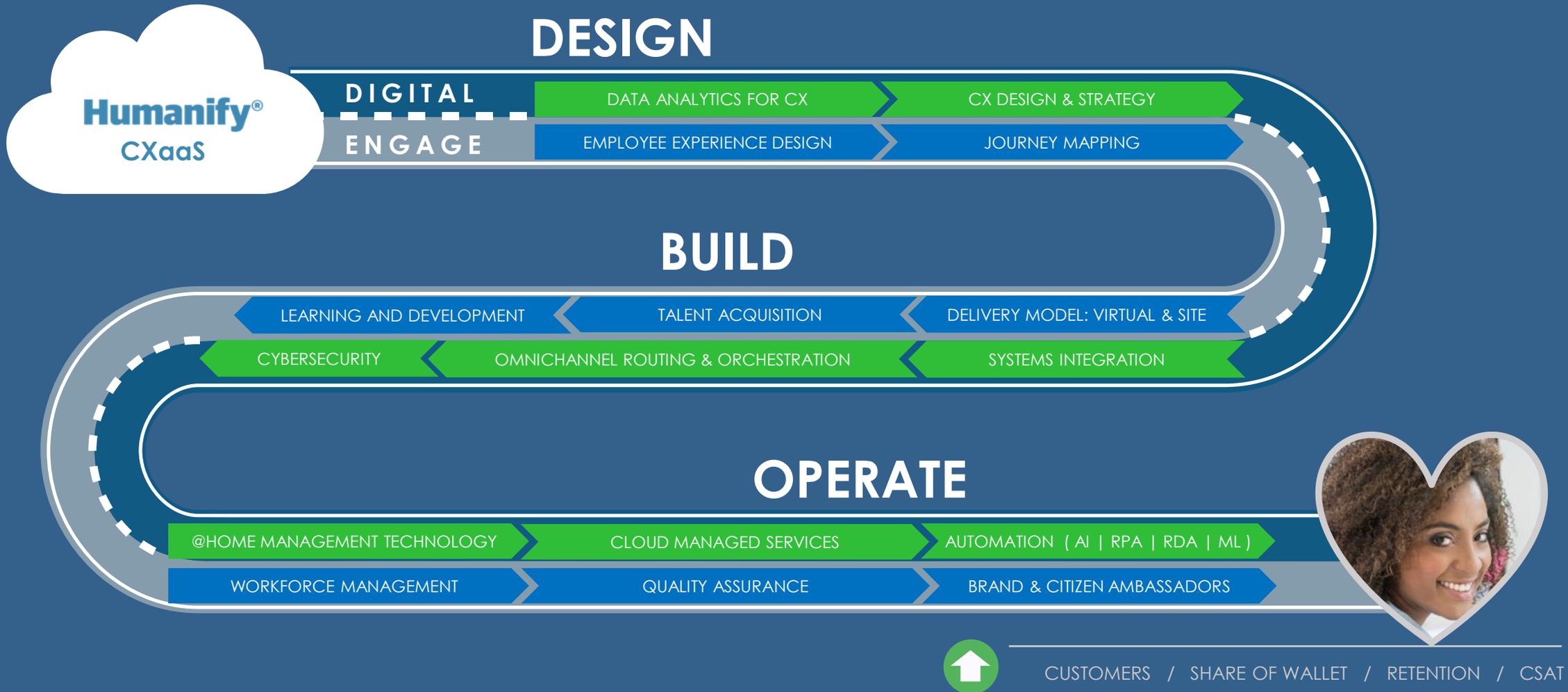
TTEC Engage: Our Solutions



TTEC Digital: Our Solutions



Solution: TTEC'S Unified Delivery Model Enables Personalized & Frictionless Customer Experience



The Largest Pure Play CX Technology Delivery Platform in the Market



~600 clients

~3,000 CX professionals

Enterprise & midmarket addressable market

Elite partner ecosystem



Differentiated IP

Smart Apps, Industry Connectors,
AI-driven training (Real Play, Associate Assist), Neighborhood

Client and CX Professional count including the Avtex acquisition in April 2021

Our Commercial Model Blends Recurring License Fees & Managed Services Contracts



TTEC DIGITAL: CLOUD and MANAGED SERVICES

FEES PAID BASED UPON:

3 to 5 year take or pay contracts

DELIVERY MODEL:

Full-stack onshore and offshore delivery providing operations, monitoring and automation; management of accounts, incidents and changes

PRICING MODEL:

Per User Per Month (PUPM) Pricing based upon solution

Technology solutions inclusive of omnichannel, QA, WFM, IVR, CRM, analytics, AI/ML/RPA, etc. based on client requirements



TTEC DIGITAL: PROFESSIONAL SERVICES

FEES PAID BASED UPON:

Engagement SOW
Retainer

DELIVERY MODEL:

Onshore and offshore delivery
Revenue directly attached to new business for cloud and managed services
Key business drivers include utilization, billable rates and Mix

PRICING MODEL:

Fixed bid and cost+ client pricing models based upon solution

Solution areas include CX strategy, digitization and operations, analytics and insights, AI/ML/RPA, and learning and development.



TTEC ENGAGE: BRAND AMBASSADORS & GROWTH HACKERS

FEES PAID BASED UPON:

Standard-billable hour
Productive Hour

DELIVERY MODEL:

Onshore, offshore and nearshore options

PRICING MODEL:

Based upon complexity of skill being delivered.

Tier 1-3 support, tech support, sales, fraud, Etc



**One Partner.
One Holistic CX
Transformation
Solution.**

DESCRIPTION:

Our end-to-end CX Managed Services combine CX Strategy, Technology, Natural Intelligence (Humans), AI, automation, and a CX Roadmap

COMMERCIAL MODELS:

Fees paid based on number of customers

Fees paid on a TCO model

Fees paid on performance/gainshare

4 Key Investment Pillars

1

We serve a **massive addressable market** with compelling long-term growth fundamentals

\$640B

TOTAL ADDRESSABLE MARKET (TAM)

+12%

ANNUAL GROWTH IN TAM

2

We have built a differentiated **CXaaS cloud platform** at scale that **wins** in the permanent shift to **work from home**

Hundreds of Millions Invested

SINCE 2010

Accelerated Bookings

FY 2020

3

We have a **track record of growth** driven by a blue-chip embedded client base, a diverse set of partnerships, and strategic M&A

10+ Years

AVERAGE TENURE OF TOP 20 CLIENTS



+24% TTEC Revenue Growth LTM Q2'21 YoY

4

We have a **strong financial profile**, with high recurring revenue, profit growth and record cash flows

~50% Revenue

FROM CLIENTS WITH +15 YEARS RELATIONSHIP



+48% TTEC Adj. EBITDA Growth LTM Q2'21 YoY

For additional information, refer to TTEC's 2020 Annual Report on Form 10K and subsequent Form 10-Q quarterly reports, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.

PILLAR #1: We Serve a Massive Addressable Market with Compelling Long-term Growth Fundamentals

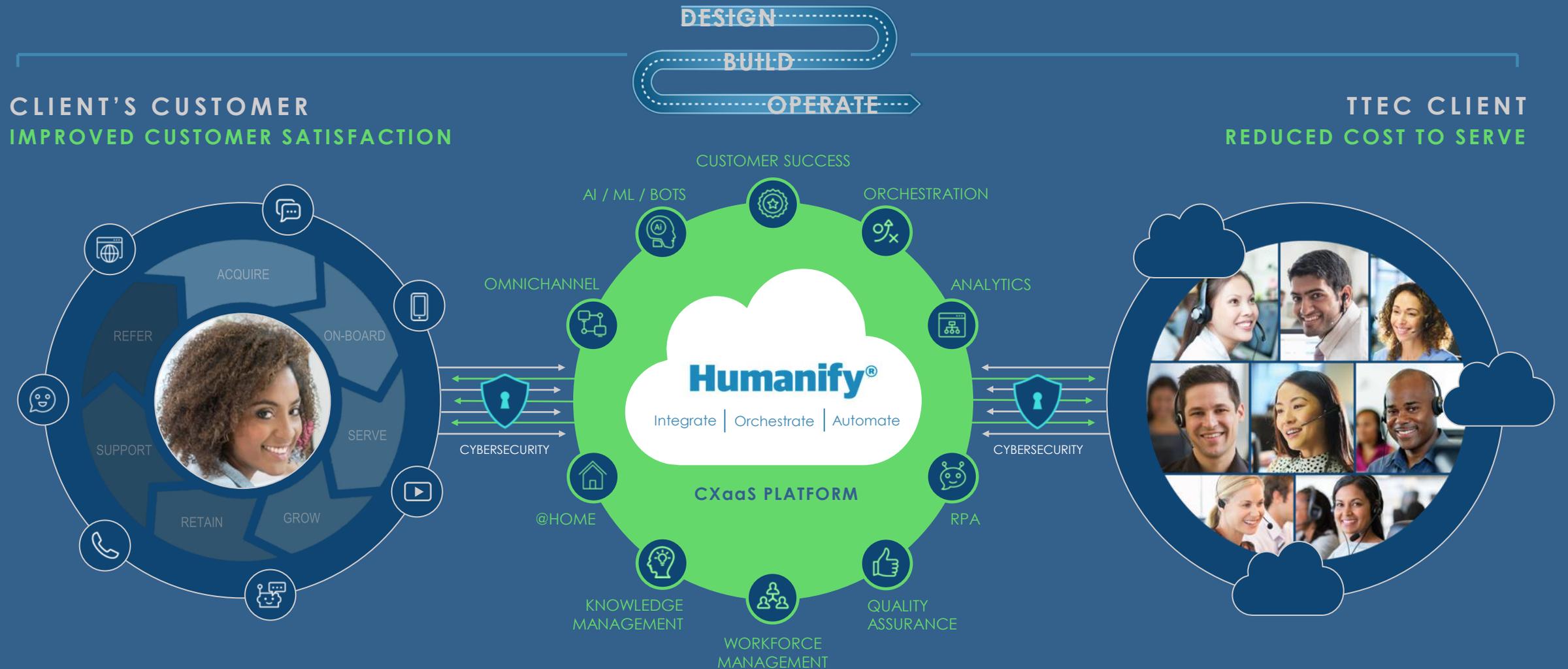


Note: Reflects 2020 market size.

(1) Everest, BPS/BPO Top 50 2019, April 2019. IDC, Worldwide and U.S. Digital Strategy Consulting Services Forecast, 2019-2023, July 2019, #US44446019. Gartner, Q3'19 Update. Forecast: Infrastructure Software Markets, Worldwide, 2017-2023. IDC, Worldwide Artificial Intelligence Software Platforms Forecast, 2019-2023, July 2019, #US44170119. IDC, Worldwide Contact Center Applications Software Forecast, 2019-2023, June 2019, #US45124119. Gartner, April 2019. Forecast Analysis: Contact Centers, Worldwide. Frost & Sullivan, November 2019. Growth Opportunities in the North American Contact Center Market, Forecast to 2023. Gartner, Q3'19 Update. Forecast: Enterprise Application Software, Worldwide, 2017-2023. Frost & Sullivan, July 2019. Global Marketing Automation Solutions (MAS) Market, Forecast to 2025. Markets and Markets, November 2018. Fraud Detection and Prevention (FDP) Market by Solution, Service, Application Area, Organization Size, Vertical, and Region – Global Forecast to 2023.

(2) Everest CCO annual report ERG-2018-21-ft-2768

PILLAR #2: We Have Built a Differentiated CXaaS Cloud Platform at Scale That Wins in the Permanent Shift to Virtual CX delivery



PILLAR #3: We Have a Track Record of Growth Driven by a Blue-Chip Embedded Client Base, a Diverse Set of Partnerships, and Strategic M&A

MULTIPLE GROWTH VECTORS

DEEP CLIENT RELATIONSHIPS

- Public Sector
- eCommerce
- Healthcare
- Financial services
- Hypergrowth
- Technology
- Telecom & Media
- Automotive

TECHNOLOGY INNOVATION

- End to end cloud based CX technology
- Messaging
- Hyper Automation
- AI / ML / RPA
- Analytics
- Omnichannel
- @home
- Cybersecurity
- Other emerging technologies

DELIVERY FOOTPRINT

- Globally distributed delivery model
- 20 countries with continued expansion
- @home
- ~50 languages

CX PARTNER ECOSYSTEM

- Growing ecosystem of leading CX technology partners
- Recently announced partnership developments:



STRATEGIC M & A

- Track record of strategic and accretive M&A
- Acquired 10 companies in past 5 years
- Attractive market environment for continued investment
- Attractive Pipeline
- Strong balance sheet to enable execution

Technology and services to deliver virtual customer experience solutions

PILLAR #4: We Have a Strong Financial Profile, with High Recurring Revenue, Profit Growth, and Record Cash Flows



HIGH RECURRING REVENUE

~600

CLIENTS INCLUDING LARGE COMMERCIAL ENTERPRISE, MIDMARKET, PUBLIC SECTOR, & HYPERGROWTH BRANDS

10+ years

AVERAGE TENURE OF TOP 20 CLIENTS

~50%

OF REVENUE GENERATED FROM CLIENTS WITH WHOM WE HAVE HAD A RELATIONSHIP FOR AT LEAST 15 YEARS



STRONG REVENUE GROWTH PROFILE

24%

TOTAL COMPANY REVENUE YoY (LTM Q2'20 – LTM Q2'21)

3%

DIGITAL REVENUE YoY (LTM Q2'20 – LTM Q2'21)

* Impacted by to the completion of a one-time large govt contract and exit of non-strategic assets

29%

ENGAGE REVENUE YoY (LTM Q2'20 – LTM Q2'21)



STRONG CASH FLOW GROWTH PROFILE

48%

TOTAL COMPANY ADJUSTED EBITDA YoY (LTM Q2'20 – LTM Q2'21)

(8%)

DIGITAL ADJUSTED EBITDA YoY (LTM Q2'20 – LTM Q2'21)

- Impacted by to the completion of a one-time large govt contract and exit of non-strategic assets

68%

ENGAGE ADJUSTED EBITDA YoY (LTM Q2'20 – LTM Q2'21)

* Financials are LTM Q2 2021

For additional information, refer to TTEC's filed Annual Reports on Form 10K and Quarterly Reports on Form 10-Q, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.

DIGITAL

TOTAL REVENUE



ADJUSTED EBITDA



Digital: Impacted by the completion of a one-time large government contract and exiting of non-strategic assets

ENGAGE

TOTAL REVENUE



ADJUSTED EBITDA



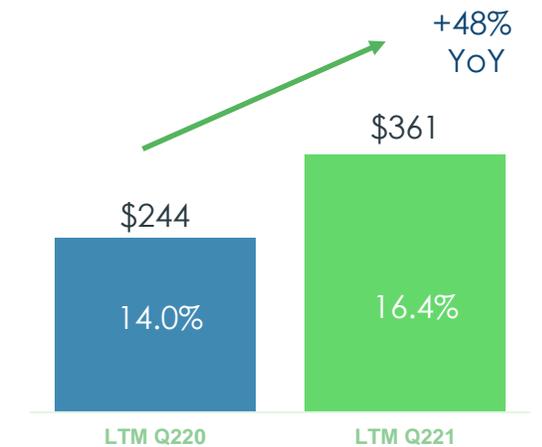
FINANCIAL PERFORMANCE DIGITAL AND ENGAGE

TOTAL REVENUE

TOTAL REVENUE



ADJUSTED EBITDA



For additional information, refer to TTEC's 2020 Annual Report on Form 10K and subsequent Form 10-Q quarterly reports, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.

\$'s in millions

Capital Deployment Priorities

WHILE MAINTAINING SOUND LEVERAGE AND DEBT-SERVICE CAPACITY



Maintaining our Market Leadership



Organic Growth



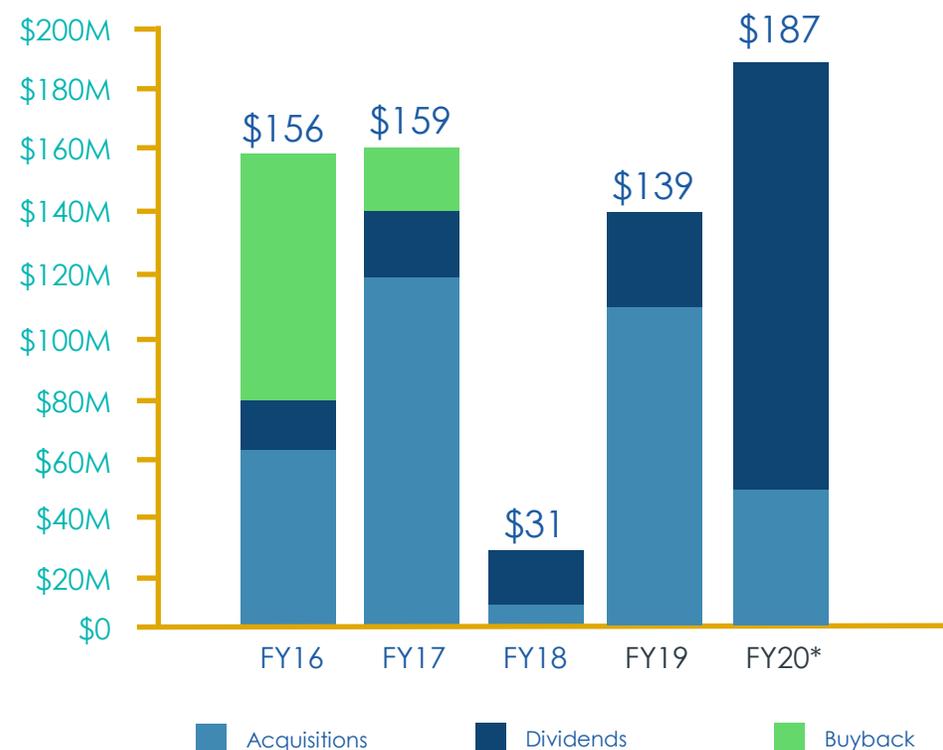
Inorganic Growth (M&A)



Shareholder Returns

- Dividends
- Buyback

DISCRETIONARY CAPITAL DEPLOYMENT



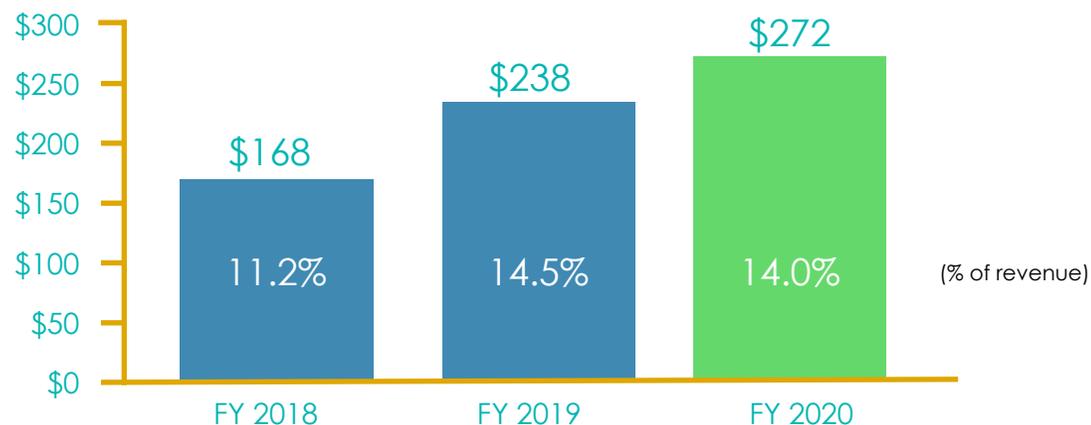
LTM Q2'21 Acquisitions of \$530M and Dividends of \$139M*

* FY 2020 includes a one-time special dividend of \$100M in addition to our regular semi-annual dividend (\$'s in millions)

For additional information, refer to TTEC's filed Annual Reports on Form 10K and Quarterly Reports on Form 10-Q, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.

Trends — Cash Flow and CapEx

CASH FLOW FROM OPERATIONS (millions)



Significant increase in cash flow from operations

Operating cash flow improvement is attributable to increased profitability and working capital management

LTM Q2'21 Cash Flow From Operations \$299m (13.9%)

CAPEX – NET OF FINANCING (millions)



Capex as a percentage of revenue remains relatively low

Supporting our technological advancements and growth in our global operations

LTM Q2'21 CAPEX - Net of Financing \$52m (2.4%)

For additional information, refer to TTEC's 2020 Annual Report on Form 10K and subsequent Form 10-Q quarterly reports, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.

ESG: Growing a Socially and Environmentally Responsible Business

We continue to aspire to be a global leading customer experience company that demonstrates commitment to perform its business in a manner that is consistent with the desired Environmental, Social and Governance goals.

Our goal is to become:

The Employer of Choice - Employees

The Provider of Choice - Clients

The Investment of Choice - Investors

As a member of the SASB Alliance we are proud to do our part to move the markets as today's capital markets need standardized sustainability disclosure and effective ESG integration.

We also formed an ESG council to drive global efforts by promoting an overall framework for integrating ESG into Investment process, sustainable operations, measurement, education, client engagement and reporting.



TTEC 2021 Key Initiatives

The Employer of Choice – Employees

- Formed ESG, Diversity and Environmental focus Councils
- Revamping Health and Safety metrics as well as hiring additional resources.
- Reviewing Ethics and compliance, formed Ethics and Compliance Steering Committee
- Published Modern slavery statement
- Reduce Energy and resource consumption
- Reuse recycled materials and repurpose used items
- Named one of Forbes 500 Best Large Employers in America in 2020

The Provider of Choice - Clients

- Reviewing and auditing data compliance and reporting
- Reviewing data security management
- Investing in reporting platforms

The Investment of Choice – Investors

- Reviewing Client, Employee Shareholder Engagement
- Actively reporting to SASB, CSR Hub, MSCI and ISS
- Reviewing CDP requirements and alignment with TCFD and SDG goals and reporting
- Publishing TTEC ESG Yearly Report
- Investing in Membership and ESG Rating Agencies
- TTEC foundation funded numerous grants to outside organizations
- Diversified Board

2021 Guidance

Full year 2021 guidance at the midpoint

GAAP Revenue

\$2,257.2M

↑ 15.8% FY 2021 YoY

Non-GAAP Adjusted EBITDA

- 15.5% percent of revenue

\$349.8M

↑ 15.0% FY 2021 YoY

Non-GAAP Operating Income

- 12.6% percent of revenue

\$283.8M

↑ 17.1% FY 2021 YoY

Non-GAAP Earnings Per Share

\$4.43

↑ 16.0% FY 2021 YoY

Note: For additional information, refer to TTEC's filed Annual Reports on Form 10K and Quarterly Reports on Form 10-Q, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables. 2021 Guidance as provided during our first quarter 2021 earnings release.



Appendix

Reconciliation of Non-GAAP Financial Information

TTEC — Reconciliation of Non-GAAP Financial Information

\$'s in Millions, except EPS LTM: Last Twelve Months	Consolidated		Engage		Digital	
	LTM Q2 2020	LTM Q2 2021	LTM Q2 2020	LTM Q2 2021	LTM Q2 2020	LTM Q2 2021
Revenue	\$ 1,742.1	\$ 2,158.0	\$ 1,426.5	\$ 1,834.1	\$ 315.7	\$ 323.9
Reconciliation of Adjusted EBITDA:						
Earnings before Income Taxes	\$ 141.0	\$ 225.5	\$ 92.6	\$ 191.0	\$ 48.3	\$ 34.6
Interest income / expense, net	20.3	8.8	20.4	8.9	(0.1)	(0.1)
Depreciation and amortization	72.8	86.7	60.6	66.9	12.2	19.8
Asset impairment and restructuring charges	2.5	13.4	1.3	12.1	1.2	1.3
Impairment of equity investment	-	-	-	-	-	-
Gain on sale of business units	(1.0)	(0.2)	(1.0)	(0.2)	-	-
Gain on dissolution of foreign subsidiary	-	-	-	-	-	-
Changes in acquisition transition service agreement	-	-	-	-	-	-
Changes in acquisition contingent consideration	(4.3)	3.6	(4.3)	3.6	-	-
(Gain) Loss on asset held for sale and reclassified to asset held and used	-	-	-	-	-	-
Gain on bargain purchase of acquisition	-	-	-	-	-	-
Allowance for doubtful accounts receivable from customer in bankruptcy	-	-	-	-	-	-
Writeoff of contract acquisition costs	-	-	-	-	-	-
Writeoff of value added tax due to change in foreign tax law	-	-	-	-	-	-
Gain on sale of trademarks	(0.7)	-	(0.7)	-	-	-
Gain on recovery of receivables in connection with division in winddown	(1.4)	-	(1.4)	-	-	-
Loss on dissolution of subsidiary	2.5	17.4	2.5	17.4	-	-
Grant income for pandemic relief	-	(8.0)	-	(7.9)	-	(0.1)
Equity-based compensation expenses	12.3	13.9	8.8	9.3	3.5	4.7
Adjusted EBITDA	\$ 243.9	\$ 361.1	\$ 178.8	\$ 301.0	\$ 65.1	\$ 60.1
Adjusted EBITDA Margin %	14.0%	16.7%	12.5%	16.4%	20.6%	18.6%
Reconciliation of Non-GAAP Income from Operations:						
Income from Operations	\$ 158.4	\$ 254.3	\$ 110.3	\$ 219.8	\$ 48.1	\$ 34.4
Restructuring charges, net	1.7	4.1	1.2	2.8	1.2	1.3
Impairment losses	0.9	9.3	0.2	9.3	-	-
Grant income for pandemic relief	-	(8.0)	-	(7.9)	-	(0.1)
Equity-based compensation expenses	12.3	13.9	8.8	9.3	3.5	4.7
Amortization of purchased intangibles	14.0	21.9	11.6	13.2	2.4	8.8
Non-GAAP Income from Operations	\$ 187.2	\$ 295.5	\$ 132.1	\$ 246.4	\$ 55.1	\$ 49.1
Non-GAAP Income from Operations Margin %	10.7%	13.7%	9.3%	13.4%	17.5%	15.1%
Non-GAAP EPS	\$ 2.83	\$ 4.75				

For additional information, refer to TTEC's 2020 Annual Report on Form 10K and subsequent Form 10-Q quarterly reports, relevant earnings statements, and GAAP/ Non-GAAP reconciliation financial tables.



Investor Relations Contact

Investor.Relations@ttec.com



HUMANIZING THE EXPERIENCE ECONOMY