

## Press Release

# Teleperformance Portugal Named Best Large Contact Center in the World

*Wins Prestigious Gold Medal in the "Contact Center Industry Olympics"*

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PARIS, NOVEMBER 14 –Teleperformance, the world's leading provider of outsourced CRM and contact center services, announced today that it was awarded the global gold medal in the large outsourced contact center category in Las Vegas, Nevada, USA by ContactCenterWorld– the global association for contact center best practices and networking.

The "Top Ranking Performer Awards" are considered by many in the industry as the most prestigious awards and recognition program for the industry. Competition was fierce as attendees representing the best of the best of contact center operations worldwide attended the event from all geographic regions including the Americas, Asia, Africa and Europe.

**Commenting on Teleperformance's world leading achievement, Raj Wadhvani, President of Contact Center World, said:** *"It is with great honor to award Teleperformance Portugal the Gold Medal 'Best in the World' award that was judged by senior contact center executives who attended the 2012 Top Ranking Performers Global Best Practice Conference as the best in the large outsourced category. Teleperformance Portugal has been involved with these prestigious awards, dubbed by many as The Olympics for the Contact Center Industry because of the global nature and utmost fairness in the process. We have heard them share fantastic best practice tips with delegates from around the World on many occasions at our conferences. It is with great pleasure that we recognize their achievements through such a stringent awards process. Congratulations to João Cardoso and the team at Teleperformance Portugal."*

**João Cardoso, CEO, Teleperformance Portugal, responded:** *"On behalf of all of our great people at Teleperformance Portugal, I would like to thank Raj Wadhvani, the international experts who served on the judging panel and ContactCenterWorld which is the largest association in the world in our industry for this special recognition. We have been honored to win 11 major awards over the past 7 years and we have been named a Great Place to Work as one of the best companies to work for in Portugal for the past three consecutive years. This award is especially important to us because it means we are not just the best in Portugal or Europe at what we do, but our team is recognized by this gold medal as the best in the entire world in our industry."*

**Daniel Julien, Founder, Chairman and CEO, Teleperformance added:** *"I congratulate the entire Teleperformance Portugal team for its sustained and consistent excellence. This recognition underscores why we selected our Portugal Operations to serve as one of our key strategic multilingual hubs for our clients across a vast set of languages, countries and requirements. This global award perfectly illustrates the standards of professionalism, intensity, consistency and commitment that we desire to serve our clients with all over the world."*



## ABOUT TELEPERFORMANCE

Teleperformance, the world's leading provider of outsourced CRM and contact center services, serves companies around the world with customer acquisition, customer care, technical support and debt collection programs. In 2011, it reported consolidated revenue of €2,126 million (\$2,955 million, based on €1 = \$1.39).

The Group operates about 98,000 computerized workstations, with more than 130,000 full-time equivalent employees across 250 contact centers in 49 countries. It manages programs in more than 66 languages and dialects on behalf of major international companies operating in a wide variety of industries.

Teleperformance shares are traded on the NYSE Euronext Paris market, Compartment A, and are eligible for the deferred settlement service. They are included in the following indices: SBF 120, STOXX 600 and France CAC Mid & Small.

Symbol: RCF - ISIN: FR0000051807 - Reuters: ROCH.PA - Bloomberg: RCF FP

[www.teleperformance.com](http://www.teleperformance.com)

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