PRESS RELEASE

Teleperformance Announces TP Client 4.5 Proprietary CRM Tool

All New Features Create, Track and Resolve Customer Issues More Efficiently

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PARIS, APRIL 29TH, 2014 – Teleperformance, the global leader in outsourced multichannel customer experience management, today announced the release of TP Client 4.5, the latest version of its flagship proprietary Customer Relationship Management (CRM) tool. Designed by Teleperformance to create, track and resolve customer issues more efficiently and effectively, TP Client 4.5 enables automated workflow processing that can be integrated with internal and external systems across multi-channels.

Since its initial debut in 1999, TP Client has been deployed for use by thousands of users in over 50 Teleperformance client programs worldwide. The installation of TP Client varies across a wide range of Teleperformance client industries, including transportation and tourism, financial and banking, utilities, entertainment, logistics, telecommunications, health and social security, helpdesk and fast moving consumer goods (FMCG).

Lyle Hardy, Worldwide Chief Information Officer of Teleperformance Group commented: *"Over the last 15 years, Teleperformance has invested more than 100,000 research and development hours in the customization of TP Client to ensure its seamless integration into client systems. Some typical applications of our CRM tool range from email handling, social media, and online support to customer service, front office, and back office case management."*

"We understand the important links between scale, scope and technological capabilities, and it motivated us to engineer a more efficient method to create, track and resolve customer issues," said **Paulo César Salles Vasques, Worldwide Chief Executive Officer of Teleperformance Group**. *"TP Client 4.5 is the result of more than a decade's worth of business innovation. We are pleased to introduce this release as a reflection of the highest standards to always deliver an outstanding customer experience."*

New features in TP Client 4.5 include the following:
- Video chat for modern browsers
- Click to call integration
- Chat & Case reporting dashboards
- Enhanced reporting
- User customizable grids
- User defined frequent answers
- Custom Case states
- Enhanced development API*

*application programming interface

ABOUT TELEPERFORMANCE GROUP

Teleperformance, the worldwide leader in outsourced multichannel customer experience management, serves companies around the world with customer care, technical support, customer acquisition and debt collection programs. In 2013, it reported consolidated revenue of €2,433 million ($3,236 million, based on €1 = $1.33).

The Group operates 110,000 computerized workstations, with close to 149,000 employees across around 230 contact centers in 62 countries and serving more than 150 markets. It manages programs in 63 languages and dialects on behalf of major international companies operating in a wide variety of industries.

Teleperformance shares are traded on the 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

For further information, please visit the Teleperformance website at www.teleperformance.com.

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