



Teleperformance

Transforming Passion into Excellence

PRESS RELEASE

Teleperformance in Portugal Receives Top Recognition from Contact Center World

Company Honored awarded the Best in Large Outsourced Customer Service in the World



PARIS, NOVEMBER 13, 2017 – Teleperformance, the worldwide leader in omnichannel customer experience management, announced its operation in Portugal was recognized by Contact Center World as the “Best In Customer Service” for the Large (Outsourced) category at the Global Top Ranking Performers Conference and Awards in London. Teleperformance in Portugal has 8,000 employees and serves clients from 64 markets in 29 different languages.

“We’re honored to have our customer-centric strategy, commitment to continuous improvement and innovation, and advanced practices for data privacy and security recognized by Contact Center World,” said João Cardoso, CEO of Teleperformance in Portugal and Chief R&D and Digital Transformation Officer, Teleperformance Group. “This recognition validates the work of our phenomenal team to provide superior customer experiences on behalf of prestigious brands from around the world.”

Daniel Julien, Chairman and Global CEO, Teleperformance Group, added: *“Congratulations to João Cardoso and our exceptional Teleperformance team in Portugal on winning this global best award for outstanding customer service excellence. Over the years, Teleperformance in Portugal has consistently been a perfect example of being the personal link between brands and their customers. Our entire Teleperformance family is proud of this special achievement.”*

Since 2009, Teleperformance in Portugal has received over 50 awards from Contact Center World, the largest contact center and customer engagement association, including: Best Technology Innovation - Internal Solution, Best Use of Social Media in a Contact Center, Best Sales Campaign - Inbound or Outbound, and many more.

ABOUT CONTACT CENTER WORLD

ContactCenterWorld.com – is the website for the Global Association for Contact Center and Customer Engagement Best Practices. The association has a truly global footprint and supports 170,000 members from enterprises large and small with ideas, information and support tools including best practice awards, conferences and certification.

ABOUT TELEPERFORMANCE

Teleperformance (RCF – ISIN: FR0000051807 – Reuters: ROCH.PA – Bloomberg: RCF FP), the worldwide leader in outsourced omnichannel customer experience management, serves companies and administrations around the world, with customer care, technical support, customer acquisition (Core Services), as well as with online interpreting solutions, visa application management services, data analysis and debt collection programs (Specialized Services). In 2016, Teleperformance reported consolidated revenue of €3,649 million (US\$4,050 million, based on €1 = \$1.11).

The Group operates 163,000 computerized workstations, with 217,000 employees across 340 contact centers in 74 countries and serving 160 markets. It manages programs in 265 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: CAC Large 60, CAC Next 20, CAC Support Services, STOXX 600 and SBF 120. They also have been included in the Euronext Vigeo Eurozone 120 index since December 2015, with regard to the Group's performance in corporate responsibility.

For more information: www.teleperformance.com

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