

## PRESS RELEASE

### Teleperformance receives gold award for best AI-driven tech innovation

*Company wins top honors for AI solution that streamlines back-office operations for enhanced customer experience and operational performance*

**Paris, July 8, 2024** – [Teleperformance](#), a global leader in digital business services, today announced it received top honors at the Globee® 2024 Golden Bridge Awards® for its [AI-driven digital solution](#) that streamlines back-office business processes for clients. The technology tool was awarded Gold for best new product or service innovation in the technology category for enabling faster, more efficient back-office operations which result in significant customer experience enhancements and stronger, more empathetic customer expert engagement with customers.

Teleperformance's AI-driven digital solution is a comprehensive, scalable platform designed to manage the entire lifecycle of customer experts and optimize operational performance. The integrated suite of applications enhances [back-office operations](#), leading to superior and more empathetic customer care. By consolidating disparate processes into a single sign-on platform, the solution provides a holistic, 360-degree view of customer experts' performance, operational efficiency, and customer interactions.

Clients utilizing the solution have reported substantial improvements to their customer care programs, including up to 35% faster turnaround times, significant reductions in customer escalations, and more personalized customer care. These advancements are driven by enhanced real-time insights into customer expert interactions with customers, leading to stronger, more empathetic engagements.

The back-office solution has been successfully adopted across a variety of industries including banking, financial services and insurance, healthcare, travel, retail, and technology; as well as critical services such as trust and safety.

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## ABOUT TELEPERFORMANCE GROUP

**Teleperformance (TEP – ISIN: FR0000051807 – Reuters: TEPRE.PA - Bloomberg: TEP FP)**, is a global leader in digital business services that consistently seeks to blend the best of advanced technology with human empathy to deliver enhanced customer care that is simpler, faster, and safer for the world's biggest brands and their customers. The Group's comprehensive, AI-powered service portfolio ranges from front-office customer care to back-office functions, including operations consulting and high-value digital transformation services. It also offers a range of specialized services such as collections, interpreting and localization, visa and consular services, and recruitment process outsourcing services. The teams of multilingual, inspired, and passionate experts and advisors, spread across nearly 100 countries, along with Group's local presence allow it to be a force of good in supporting communities, clients, and the environment. In 2023, Teleperformance reported consolidated revenue of €8,345 million (US\$9 billion) and net profit of €602 million.

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 40, STOXX 600, S&P Europe 350, MSCI Global Standard, and Euronext Tech Leaders. In the area of corporate social responsibility, Teleperformance shares are included in the CAC 40 ESG since September 2022, the Euronext Vigeo Euro 120 index since 2015, the MSCI Europe ESG Leaders index since 2019, the FTSE4Good index since 2018, and the S&P Global 1200 ESG index since 2017.

For more information: [www.teleperformance.com](http://www.teleperformance.com) Follow us on X (Twitter): @teleperformance

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