



**Teleperformance Receives *Customer Inter@ction Solutions*[®] Magazine's
2006 Product of the Year Award**

**Customer Contact Management System Honored for Outstanding
Innovation**

Salt Lake City, Utah, February 19, 2007 –Teleperformance announced today that its proprietary Customer Contact Management System (CCMS), has received a 2006 Product of the Year Award from Technology Marketing Corporation (TMC[®])'s *Customer Inter@ction Solutions*[®] magazine. The magazine has been the leading publication covering CRM, call centers and teleservices since 1982.

Teleperformance's CCMS platform integrates client enterprise contact center management reporting needs from a wide range of systems and departments into a single web-based system. CCMS delivers full automation of critical reporting in a manner that optimizes efficiencies, quality, costs, performance and analytical decision making in all areas and at all levels of contact center operations. The system is only available to Teleperformance clients and is not offered as a hosted solution.

Nadji Tehrani, Executive Group Publisher and Editor-in-Chief of *Customer Inter@ction Solutions* magazine said: *"Each year, we recognize companies that have demonstrated excellence in technological advancements and application refinements. Teleperformance has proven they are committed to quality and excellence in solutions that benefit the customer experience as well as ROI for the companies that use them. I am pleased to honor their hard work and accomplishments and look forward to more innovative solutions from Teleperformance in the future."*

Brent Welch, CEO of Teleperformance United States commented: *"We are delighted to receive this award and recognition from a respected third party industry resource. What's even more important to us is how CCMS continues to benefit our clients in terms of overall performance and results optimization. Our clients are the largest and most sophisticated contact center users in the world. They tell us that CCMS is one of several clear Teleperformance differentiators versus both competitors and their own in-house contact center operations. CCMS really is an amazing system and fully designed to maximize all aspects of our operations and the customer lifetime value for our clients."*



Dominic Dato, CEO of TeleperformanceUSAGroup added: *" We developed CCMS as a strategic and operational value-added tool for our clients complex requirements and our overall contact center management needs. The entire platform design is based on our many years of global contact center leadership and expertise. Based on the clear success we have achieved with CCMS, across a wide range of client applications, we are continuing its systematic deployment across the worldwide Teleperformance footprint. CCMS has dynamic capabilities and we continuously refine it to offer progressive advantages to our clients."*

About Teleperformance:

Teleperformance (Euronext: FR 0000051807), the **world's co-leading provider** of outsourced CRM and contact center services, **operates under various brands**, such as **Teleperformance** for customer acquisition, customer service and customer growth programs, as well as **TechCity Solutions** and **Cash Performance** respectively specializing in technical support and debt collection. In 2006, the Teleperformance Group achieved € 1,385 million revenues (US\$ 1,824 million - exchange rate at December 31st, 2006: € 1 = US\$ 1.317).

The Group operates nearly **56,500 computerized workstations with more than 70,000 employees (Full-Time Equivalents)** across **263 contact centers (including 91 contact centers directly managed in clients' premises)** in **42 countries**, and conducts programs in more than 60 different languages and dialects on behalf of major international companies operating in various industries.

For more information, please visit: www.teleperformance.com

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About TMC

Jan Pierret Technology Marketing Corporation (TMC) publishes four print publications: [Customer Interaction Solutions](#), [INTERNET TELEPHONY](#), [SIP Magazine](#) and [IMS Magazine](#). [TMCnet](#), TMC's Web site, is the leading source of news and articles for the communications and technology industries. Ranked in the top 2,600 sites in the world by [alexa.com](#)*, TMCnet serves more than one million unique visitors each month. TMC is also the first publisher to test new products in its own on-site laboratories, TMC Labs. In addition, TMC produces [INTERNET TELEPHONY Conference & EXPO](#), [The VoIP Developer Conference](#), [VoIP Demo](#), [IMS Expo](#) and [Call Center 2.0 Conference](#). TMCnet.com publishes more than 15 topical online newsletters. For more information about TMC, visit www.tmcnet.com. (*alexa.com is an [amazon.com](#) company that ranks Web sites by their traffic levels. Neither alexa.com nor amazon.com is affiliated with TMCnet.)

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