

## Atento obtains the recognition Best Sales Agent of the year at the 2016 Fortius awards

- The Fortius awards are a gold standard for talent in the Spanish CRM/BPO industry
- Eva Majorelo from the Atento Spain team was named 2016 Best Sales Agent in the country

**MADRID, February 27, 2017** – Atento S.A. (NYSE: ATTO), the leading customer relationship management and business process outsourcing (CRM/BPO) company in Latin America and one of the three largest providers worldwide, was recognized at the ninth edition of the Fortius Awards for best practices in the CRM/BPO sector. Eva Majorelo, agent for the sales service that Atento provides to Telefonica in Valencia, was recognized as Best Sales Agent of the year.

José María Pérez Melber, Managing Director of Atento Spain and EMEA, said “the Atento team is our greatest asset. We are very proud to have the best professionals in the sector, and recognitions like the Fortius awards are testament to it. Our clients place their trust in us because we have the best talent, which allows us to guarantee the highest levels of excellence and efficiency in their customer experience processes.”

The awards, recognizing professionals who bring value to their clients, their organizations and the wider Contact Center and Customer Relationship industry, were presented at an event at Truss Madrid. The jury, comprised of top professionals with vast experience managing and running customer relationship centers, highlighted as main qualities of Eva Majorelo, “her enthusiasm, professionalism and ability to spread high levels of motivation among her colleagues.”

The Fortius awards, organized by Altitude Software and the Spanish Association of Customer Relationship Experts (AEERC) since 2009, aim to boost the professionalization of the Contact Center and Customer Relationship sector by recognizing the work of supervisors, coordinators and agents in all the centers and companies in Spain.

### About Atento

Atento is the largest provider of customer relationship management and business process outsourcing (CRM BPO) services in Latin America, and among the top three providers globally, based on revenues. Atento is also a leading provider of nearshoring CRM/BPO services to companies that carry out their activities in the United States. Since 1999, the company has developed its business model in 13 countries where it employs 150,000 people. Atento has over 400 clients to whom it offers a wide range of CRM/BPO services through multiple channels. Atento's clients are mostly leading multinational corporations in sectors such as telecommunications, banking and financial services, health, retail and public administrations, among others. Atento’s shares trade under the symbol ATTO on the New York Stock Exchange (NYSE). In 2016, Atento was named one of the World’s 25 Best Multinational Workplaces by Great Place to Work® for a fourth consecutive year. For more information [www.atento.com](http://www.atento.com)

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