

**CONVERGYS CORPORATION**  
**Reconciliation of GAAP Revenue Growth to non-GAAP Constant Currency Revenue Growth**  
*(In Millions Except Per Share Amounts)*

	Three Months Ended June 30,	
	2017	2016
<b>Revenue</b>	<b>\$686.8</b>	<b>\$692.3</b>
<b>Revenue growth, as reported under U.S. GAAP</b>	<b>(0.8)%</b>	<b>(3.4)%</b>
Foreign exchange impact <sup>(a)</sup>	1.0 %	0.8 %
<b>Constant currency revenue growth (a non-GAAP measure)</b>	<b>0.2 %</b>	<b>(2.6)%</b>

**CONVERGYS CORPORATION**  
**Reconciliation of GAAP EPS to non-GAAP EPS**  
*(In Millions Except Per Share Amounts)*

	Three Months Ended June 30,		%
	2017	2016	Change
<b>Operating Income as reported under U.S. GAAP</b>	<b>\$48.8</b>	<b>\$46.3</b>	5%
<i>Operating Margin</i>	7.1%	6.7%	
Depreciation of property & equipment write-up <sup>(b)</sup>	0.9	2.3	
Amortization of acquired intangible assets <sup>(c)</sup>	7.3	6.9	
Transaction related expenses <sup>(d)</sup>	—	1.2	
Integration related expenses <sup>(e)</sup>	1.1	1.1	
<b>Total Charges</b>	<b>9.3</b>	<b>11.5</b>	
<b>Adjusted Operating Income (a non-GAAP measure)</b>	<b>\$58.1</b>	<b>\$57.8</b>	1%
<i>Adjusted Operating Margin</i>	8.5%	8.3%	
<b>Income before Income Tax as reported under U.S. GAAP</b>	<b>\$46.1</b>	<b>\$41.0</b>	12%
Total operating charges from above	9.3	11.5	
<b>Adjusted Income before Income Taxes (a non-GAAP measure)</b>	<b>\$55.4</b>	<b>\$52.5</b>	6%
<b>Net Income as reported under U.S. GAAP</b>	<b>\$39.8</b>	<b>\$33.2</b>	20%
Total operating charges from above	9.3	11.5	
Income tax impact from total operating charges	(3.0)	(3.1)	
<b>Adjusted Net Income (a non-GAAP measure)</b>	<b>\$46.1</b>	<b>\$41.6</b>	11%
<b>Diluted EPS as reported under U.S. GAAP</b>	<b>\$0.40</b>	<b>\$0.32</b>	25%
Net impact of total charges	0.06	0.09	
<b>Adjusted Diluted EPS (a non-GAAP measure)</b>	<b>\$0.46</b>	<b>\$0.41</b>	12%

(a) Changes in currency exchange rates resulted in reduced revenues in the current quarter primarily due to the strengthening U.S. dollar relative to the British pound and euro.

(b) During the second quarter of 2017 and 2016, the Company recorded \$0.9 and \$2.3, respectively, of depreciation expense resulting from the fair value write-up of property and equipment acquired from Stream and buw.

(c) During the second quarter of 2017 and 2016, the Company recorded amortization expense of \$7.3 and \$6.9, respectively, related to acquired intangible assets.

(d) During the second quarter of 2016, the Company recorded \$1.2 of expense associated with the acquisition of buw, related to fees paid for third-party consulting services.

(e) During the second quarter of 2017 and 2016, the Company recorded \$1.1 of acquisition integration expenses, primarily related to third-party consulting services and severance.

Management uses constant currency revenue growth to assess underlying revenue trends by providing revenue growth between periods on a consistent basis. Constant currency revenue growth is determined by using the comparable prior year period's currency exchange rates to translate

current period revenue from local currencies. Management uses operating income, net income and earnings per share excluding the above items to assess the underlying operational performance of the business for the year and to have a basis to compare underlying operating results to prior and future periods. These charges and credits are relevant in evaluating the overall performance of the business.

Limitations associated with the use of these non-GAAP measures include that these measures do not include all of the amounts associated with our results as determined in accordance with GAAP. Management compensates for these limitations by using the non-GAAP measures, constant currency revenue growth, operating income, net income and diluted earnings per share excluding the charges, and the GAAP measures, revenue growth, operating income, net income and diluted earnings per share, in its evaluation of performance.

**CONVERGYS CORPORATION**  
**Reconciliation of GAAP Revenue Growth to non-GAAP Constant Currency Revenue Growth**  
*(In Millions Except Per Share Amounts)*

	Six Months Ended June 30,	
	2017	2016
<b>Revenue</b>	<b>\$1,414.4</b>	<b>\$1,414.4</b>
<b>Revenue growth, as reported under U.S. GAAP</b>	<b>—%</b>	<b>(2.9)%</b>
Foreign exchange impact <sup>(a)</sup>	1.0%	1.0%
<b>Constant currency revenue growth (a non-GAAP measure)</b>	<b>1.0%</b>	<b>(1.9)%</b>

**CONVERGYS CORPORATION**  
**Reconciliation of GAAP EPS to non-GAAP EPS**  
*(In Millions Except Per Share Amounts)*

	Six Months Ended June 30,		%
	2017	2016	Change
<b>Operating Income as reported under U.S. GAAP</b>	<b>\$97.6</b>	<b>\$106.6</b>	<b>(8)%</b>
<i>Operating Margin</i>	<i>6.9%</i>	<i>7.5%</i>	
Depreciation of property & equipment write-up <sup>(b)</sup>	1.9	5.5	
Amortization of acquired intangible assets <sup>(c)</sup>	14.5	13.8	
Company-wide restructuring <sup>(d)</sup>	12.8	—	
Transaction related expenses <sup>(e)</sup>	—	1.2	
Integration related expenses <sup>(f)</sup>	2.6	1.1	
Total Charges	31.8	21.6	
<b>Adjusted Operating Income (a non-GAAP measure)</b>	<b>\$129.4</b>	<b>\$128.2</b>	<b>1%</b>
<i>Adjusted Operating Margin</i>	<i>9.1%</i>	<i>9.1%</i>	
<b>Income before Income Tax as reported under U.S. GAAP</b>	<b>\$90.9</b>	<b>\$95.6</b>	<b>(5)%</b>
Total operating charges from above	31.8	21.6	
<b>Adjusted Income before Income Taxes (a non-GAAP measure)</b>	<b>\$122.7</b>	<b>\$117.2</b>	<b>5%</b>
<b>Net Income as reported under U.S. GAAP</b>	<b>\$77.7</b>	<b>\$77.7</b>	<b>—%</b>
Total operating charges from above	31.8	21.6	
Income tax impact from total operating charges	(11.3)	(6.1)	
<b>Adjusted Net Income (a non-GAAP measure)</b>	<b>\$98.2</b>	<b>\$93.2</b>	<b>5%</b>
<b>Diluted EPS from as reported under U.S. GAAP</b>	<b>\$0.77</b>	<b>\$0.75</b>	<b>3%</b>
Net impact of total charges	0.21	0.16	
<b>Adjusted Diluted EPS (a non-GAAP measure)</b>	<b>\$0.98</b>	<b>\$0.91</b>	<b>8%</b>

(a) Changes in currency exchange rates resulted in reduced revenues in the current year primarily due to the strengthening U.S. dollar relative to the British pound and euro.

(b) During the six months ended June 30, 2017 and 2016, the Company recorded \$1.9 and \$5.5, respectively, of depreciation expense resulting from the fair value write-up of property and equipment acquired from Stream and buw.

(c) During the six months ended June 30, 2017 and 2016, the Company recorded amortization expense of \$14.5 and \$13.8, respectively, related to acquired intangible assets.

(d) During the six months ended June 30, 2017, the Company recorded restructuring charges of \$12.8, associated with a company-wide initiative to reduce headcount and better align the Company's resources, principally for corporate functions.

(e) During the six months ended June 30, 2016, the Company recorded \$1.2 of expense associated with the acquisition of buw, related to fees paid for third-party consulting services.

(f) During the six months ended June 30, 2017 and 2016, the Company recorded \$2.6 and \$1.1, respectively, of integration expenses associated with Convergys' integration of the acquired Stream and buw operations. These expenses were primarily related to third-party consulting services and severance expense.

Management uses operating income, net income and earnings per share data excluding the items above to assess the underlying operational performance of the business for the year and to have a basis to compare underlying operating results to prior and future periods. These charges and credits are relevant in evaluating the overall performance of the business.

Limitations associated with the use of these non-GAAP measures include that these measures do not include all of the amounts associated with our results as determined in accordance with GAAP. Management compensates for these limitations by using the non-GAAP measures, operating income, net income and diluted earnings per share excluding the charges, and the GAAP measures, operating income, net income and diluted earnings per share, in its evaluation of performance.