Delivering
superior customer experiences
to improve
business performance
and drive profitable growth

Investor Presentation

March 2011

relationship management

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Outthinking Outdoing

Safe Harbor Statement

Forward-looking statements including future financial results, operating projections and cost estimates in this presentation involve potential risks and uncertainty. Actual results could differ materially. Refer to Convergys's most recent news releases and filings with the SEC for additional information, including risk factors.

The Company has no intention to revise or update any forward-looking statements herein.

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Segment Overview

Segment	2010 Revenue	2010 EBITDA*	Profile	Priority
Customer Mgmt.	$1.84B	$.20B	• Outsourced agent-assisted contact center services, and technology solutions	• Return to single-digit growth with margin expansion
Information Mgmt.	0.34B	.06B	• Billing and business support system (BSS) solutions	• Product-based business model and generating cash
Cellular Partnership		.05B	• Cincinnati SMSA mobile system service operator earnings	• Cash flow and value generation

*Excludes impairment, restructuring, and pension settlement costs of $212 million.

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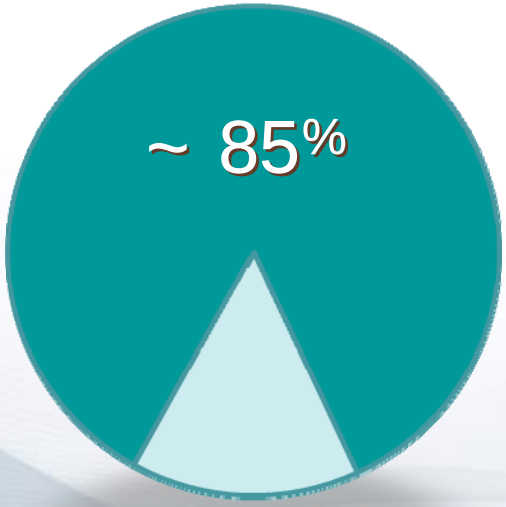
A Leader In Relationship Management

Customer Management Revenue % Total Convergys 2010*



*Excluding HR Management

Select Clients

citibank
Microsoft
CISCO
DIRECTV
UNITED STATES POSTAL SERVICE
GM
Charter COMMUNICATIONS
at&t
comcast
Sprint
T-Mobile
ERICSSON
HUAWEI
usbancorp
O2
vodafone
JPMorganChase
D&B Decide with Confidence

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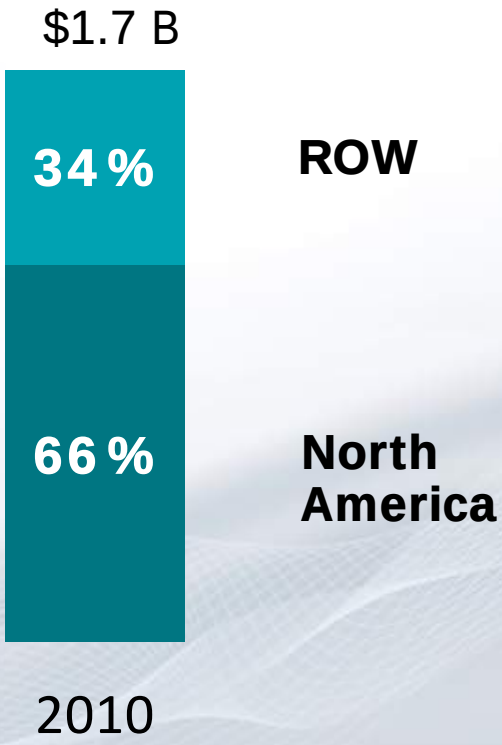
Sources of Revenue

CM Revenue 2010
$1.8 Billion

Agent Revenue by Service Delivery Region



Long term client relationships and contracts

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Our Core Strengths

1. Marquee client base

+

2. Global footprint and operating model

+

3. Breadth and depth of capability

+

4. Intelligent technology solutions

+

5. Service quality and value

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Diverse and Loyal Client Base

Major Clients

Loyalty

- **Average relationship Top 10 clients > 10 years**

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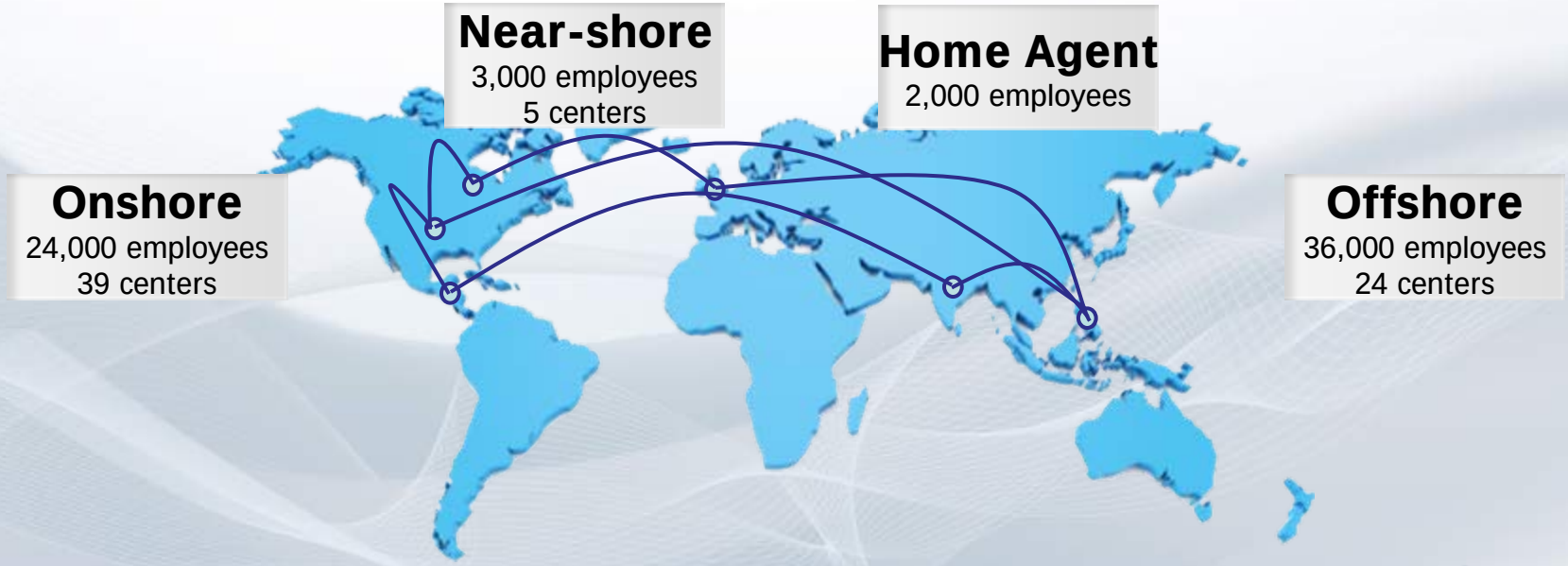
Consistent Care Regardless of Location

- ~ 68 contact centers worldwide
- ~ 65,000 employees worldwide
- Virtual “agent anywhere” routing and secure calling
- Centralized control in scalable global data centers



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Tailored Solutions to Meet Industry-Specific Needs

Communications

- Customer service
- Technical support
- Revenue generation
- Back office
- Quality assurance

Financial Services

- Customer care & collections
- Revenue generation
- Retention & loyalty
- Loan modification
- Correspondence & dispute processing

Technology

- Tier 1, 2, 3 technical support
- Revenue generating sales management
- Global customer management
- Back office

Healthcare

- Member & provider service
- Total enrollment support
- Medicare support
- Retention & loyalty
- Pharmaceutical & medical device support

Retail

- Store support
- Revenue generation & retention
- Customer satisfaction
- .com support
- Account management

Government

- Preferred GSA partner
- Constituent care services
- Workforce management
- Quality assurance
- Back office

Investing in account management model to deliver increased value

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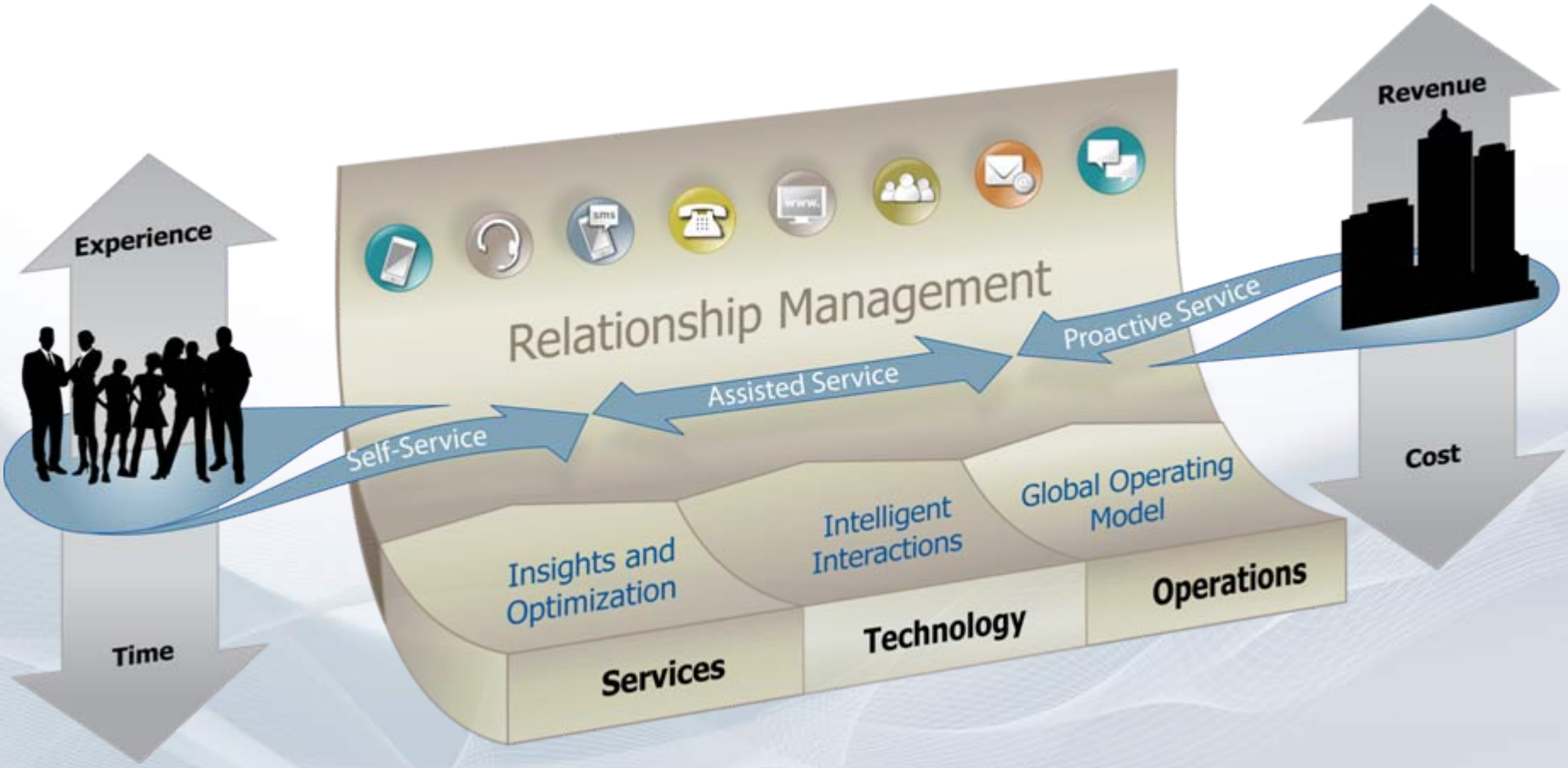
Comprehensive Relationship Management Solutions

Customers **Intelligent Interaction Technology** **Clients**



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Delivering Measurable Value to Our Clients - Examples

Global Telecom Company

Quality Process Expertise Offshore

significantly reduced costs, call productivity increased

20%

Technology Company

B2B Sales Solution

booked >$2B revenue with renewal rates up from 30% to

75% +

Fortune 50 Telecom Company

Intelligent Targeting Solution

booked >$1B service bundle value with acceptance rate of

48%

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Strengths and Opportunities

Strengths and Opportunities

- Industry-leading position
  - lower total cost of ownership, scalability, functionality
- Unique opportunity for adjacent market expansion into utilities
- Stabilized revenue with strong cash flow generation
  - focus on expanding client relationships to generate up-sell revenues
- Margins in double-digits while investing in growth

Select Clients

Charter Communications
vivo
LEAP cricket
Cox Communications
TELKOMSEL
Cincinnati Bell
metroPCS
Time Warner Cable
Deutsche Telekom
at&t

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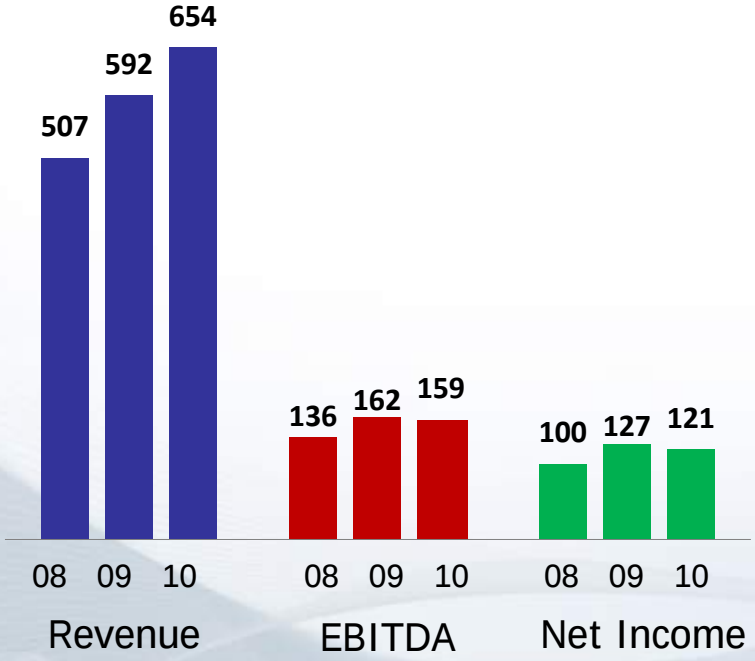
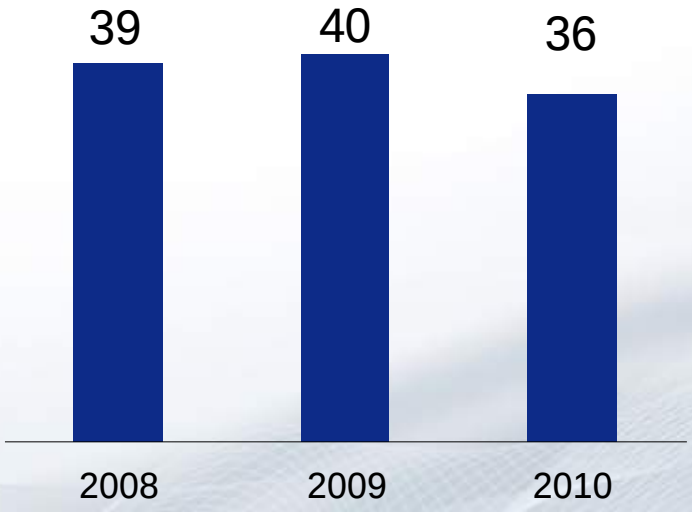
Cellular Partnerships Performance

Total Cellular Partnerships* Financial Performance ($M)



Convergys Distributions from Cellular Partnerships ($M)



* Cincinnati SMSA Limited Partnership wireless operator

- serves central and southwestern Ohio and northern Kentucky
- Convergys ownership 34%
- AT&T is general partner

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Investment Priorities

Priorities

1. Liquidity
2. Invest in business
3. Money to shareholders
   - Share repurchase history
     - 10 M shares in 2007
     - 8 M shares in 2008
     - 2 M shares in 2010
     - 5 M shares authorized EOY 2010

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Why Invest in Convergys

- Leading provider to marquee clients in large markets
- Stabilized businesses positioned to grow
- Generating solid free cash flow
- Low net debt
- Focus on revenue, EBITDA, and EPS growth in 2011

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