CONVERGYS

Outthinking. Outdoing.

Fourth Quarter 2011 Earnings Presentation

February 7, 2012

Forward-Looking Statements and Non-GAAP Measures

This presentation contains statements, estimates or projections that constitute "forward-looking statements" as defined under U.S. federal securities laws. In some cases, one can identify forward-looking statements by terminology such as "will," "expect," "estimate," "think," "forecast," "guidance," "outlook," "plan," "lead," "project" or other comparable terminology. Forward-looking statements are subject to certain risks and uncertainties that could cause actual results to differ materially from our historical experience and our present expectations or projections. These risks include, but are not limited to: (i) the loss of a significant client or significant business from a client; (ii) the future financial performance of major industries that we serve; (iii) our inability to protect personally identifiable data against unauthorized access or unintended release; (iv) our inability to maintain and upgrade our technology and network equipment in a timely manner; (v) international business and political risks, including economic weakness and operational disruption as a result of natural events, political unrest, war, terrorist attacks or other civil disruption; and (vi) those factors contained in our periodic reports filed with the SEC, including in the "Risk Factors" section of our most recent Annual Report on Form 10-K. The forward-looking information in this document is given as of the date of the particular statement and we assume no duty to update this information. Our filings and other important information are also available on the investor relations page of our web site at www.convergys.com.

The following presentation includes "non-GAAP financial measures" as defined in Regulation G under the Securities Exchange Act of 1934, as amended. This presentation is available on the investor relations page of our web site at www.convergys.com.

Today's presentation is intended to be reviewed in connection with Convergys' Fourth Quarter 2011 earnings call.

Agenda

Operating Results

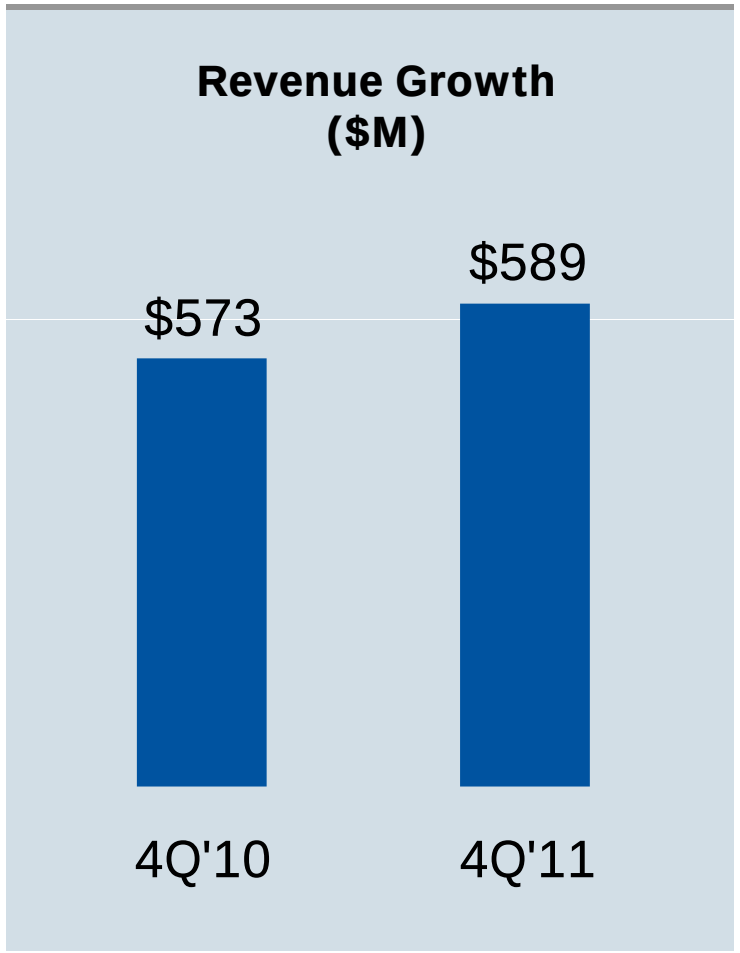
Financial Review

Business Outlook

Another Strong Quarter

4Q'11 Results

- Revenue: $589M, up 3%
- Adjusted OI: $50M, up 5%*
- Adjusted EBITDA: $76M, up 7%*
- EPS from continuing ops: $0.40
  - EPS $0.28 at normalized 28% tax rate
- Net cash position: $295M
- Repurchased shares: $58M
  - 4.9M shares at average $11.95/share
  - $163M remains authorized
- 2012 guidance
  - continuing revenue growth
  - earnings improvement



* Prior year 4Q10 adjusted OI excludes $181M asset impairment, $19M restructuring and $6M pension plan settlement charges; 4Q10 adjusted EBITDA further excludes $10M Cell Partnership equity earnings and a $2M non-operating reserve reduction.

Third Consecutive Quarter of Profitable Growth

4Q'11 Update

- Revenue up 7% from prior year
- Continuation of strong underlying call volumes
- Good new business wins representing $75M live agent 2012 revenue
- Strong client demand, continue to invest in global delivery capacity
- Operating income up 13%, OI margin up 40 bps, EBITDA up 10%
- Continued stable results with technology and analytics offerings
- Expect continuing revenue growth in 2012

Sequential Revenue Growth, Strong Margins

4Q'11 Update

- Revenue up 6% sequentially
- Completed wholesale/M2M implementation with key US client
- New awards across the globe (US, CALA, EMEA, emerging markets)
- Adjusted operating margin up 170 basis points from prior year
- Expect revenue growth in 2012

Focused Execution

- Continued operating performance improvement in 4Q
- Good year-over-year and sequential revenue growth
- Investing in capabilities clients value
- Strategic progress simplifying the business
- Continued progress with dedicated operating teams
- Focused on generating more returns on R&D and sales investment
- Returning cash to shareholders via share repurchase
- Expect continuing revenue growth, earnings improvement in 2012

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Financial Results From Continuing Operations

$Millions	GAAP 4Q'10	GAAP 4Q'11	Non-GAAP 4Q'10	Non-GAAP 4Q'11
Revenue	$573	$589	$573	$589
Operating Income (1)	$(159)	$50	$47	$50
Adjusted EBITDA (2)			$71	$76

(1) Non-GAAP operating income excludes $181M asset impairment, $19M restructuring, and $6M pension plan settlement charges in 4Q'10.

(2) Adjusted EBITDA excludes $10M Cellular Partnerships equity earnings, $2M non-operating reserve reduction and charges discussed above in 4Q'10.

Summary of Net Income

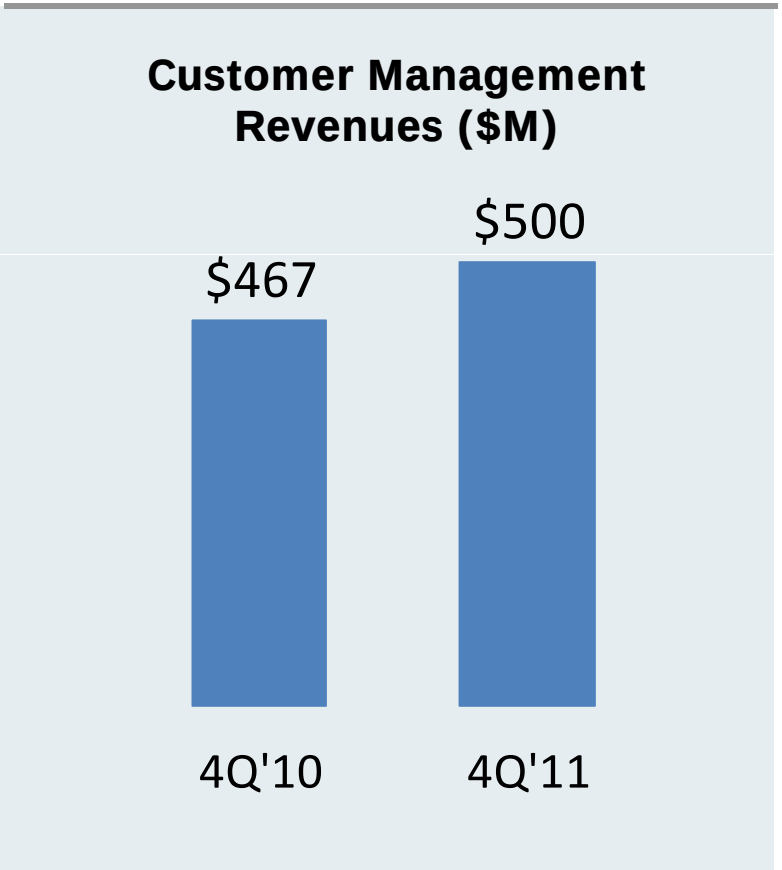
($Millions)	4Q'10	4Q'11
Adjusted net income from continuing operations (1)	32	**34**
Adjusted EPS from continuing operations (1)	$0.26	**$0.28**
Net income from continuing operations	(147)	48
Diluted EPS from continuing operations	($1.20)	$0.40
Net income from discontinued and continuing operations (2)	(145)	55
Net diluted EPS from discontinued and continuing operations (2)	($1.19)	$0.45

(1) Adjusted net income and EPS from continuing operations increases tax expense by $14M, or $0.12 per share, to reflect a normalized tax rate of 28 percent in 4Q'11; and $179M, or $1.46 per share, net of tax impact from the asset impairment, restructuring, pension plan settlement, Cellular Partnerships equity earnings, and reserve reduction in 4Q'10.

(2) Net income includes $6M tax benefit in discontinued operations from HR Management business sold last year.

Reconciliation tables of GAAP to non-GAAP results are attached to February 7, 2011 release.

Revenues



4Q'11 Update

- Y/Y impacts
  - \+ existing and new client volume increases
  - – financial services vertical

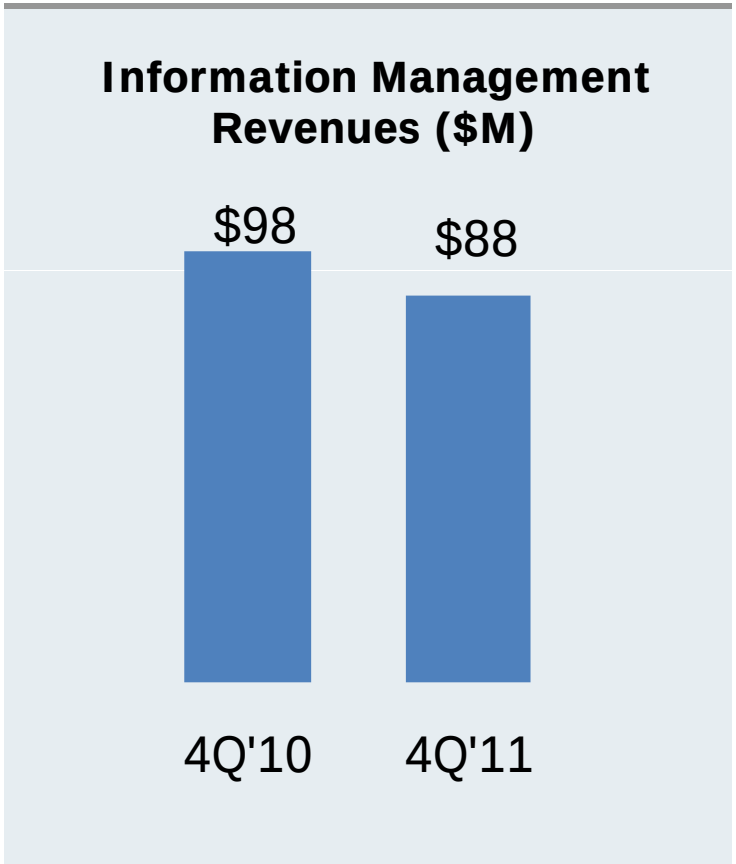
Earnings

$Millions	4Q'10	4Q'11
Operating income	$(152)	$41
Margin	*nm*	*8.3%*
Restructuring & impairment	$188	-
Adjusted operating income	$37	$41
Margin	*7.9%*	*8.3%*
Adjusted EBITDA	$54	$59
Margin	*11.5%*	*11.8%*

4Q'11 Update

- Y/Y impacts
  - + volume growth
  - – investment to support growth

Revenues



4Q'11 Update

- Y/Y impacts
  - \+ project go-lives
  - – non-recurring 3rd-party contract in prior year

Earnings

$Millions	4Q'10	4Q'11
Operating income	$6	$14
Margin	*5.7%*	*15.6%*
Restructuring	$8	-
Adjusted operating income	$14	$14
Margin	*13.9%*	*15.6%*
Adjusted EBITDA	$17	$18
Margin	*17.7%*	*20.7%*

4Q'11 Update

- Y/Y impacts
  - + project go-lives
  - + large low-margin contract in prior year
  - – revenue mix shift to professional consulting
  - – project implementation costs

CORPORATE AND OTHER

Operating Results

$Millions	4Q'10	4Q'11
Restructuring and related charges	$(4)	-
Pension settlement charges	$(6)	-
Post-retirement curtailment benefit	-	$1
Other costs (mostly exec comp)	$(3)	$(7)
Operating income	$(13)	$(6)

4Q'11 Update

- Future expectations
  - approximately $6M long-term compensation expense per quarter

Non-operating Items

$Millions	4Q'10	4Q'11
Cellular partnership earnings	$10	-
Other income (expense)	$1	$1
Interest expense	$(4)	$(4)
Total non-operating items	$7	$(3)
Continuing operations income tax expense (benefit)	$(6)	$(1)
Discontinued operations income tax expense (benefit)	-	$(6)

4Q'11 Update

- No contribution from Cellular Partnerships
- Tax benefits from international operations

Free Cash Flow

$Millions	4Q'10	4Q'11
Cash provided by operating activities	$34	$61
Capital expenditures, net	$(17)	$(31)
Free cash flow	$17	$30

4Q'11 Update

- $30 million contributed to reduce long-term liabilities
  - $22 million deferred compensation plan
  - $8 million pension
- Capex investment in global capacity, technology and functionality

Balance Sheet

$Millions	4Q'10	4Q'11
Cash and cash equivalents	$186	$422
Debt maturing in one year	$91	$6
Long-term debt	$119	$121
Net cash (debt)	$(24)	$295

4Q'11 Update

- Approximately 50% of cash outside US
- Full availability on $450 revolving credit facilities
- Repurchased stock worth $58 million
  - remaining share repurchase authorization ~$163 million

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2012 Outlook – Improving Performance

($Million)	2011 Adjusted*	2012 Guidance
Revenue		
Customer Management	1,919	**> 1,960**
Information Management	329	**330 to 340**
EBITDA	268	**270 to 280**
Tax rate	27%	**~ 25%**
Diluted shares outstanding	123	**~ 120**
Earnings per diluted share	$0.92	**$0.95 to $1.00**

The company expects first-half 2012 results similar to adjusted results in the same period last year and also expects second-half 2012 results to exceed first-half 2012 results.

* Excluding Cellular Partnerships equity earnings and impacts of its sale, Finance and Accounting business sale impacts, and certain other tax items.