

2014 - 27 CS Awards in Americas



Ctry / Area	Award Achievement	Awarded by
Brazil	<ul style="list-style-type: none"> Gold - Best Own Call Center Operation 4th Place in the PECC Ranking 	
	<ul style="list-style-type: none"> Customer Service Executive of the Year 	
	<ul style="list-style-type: none"> Customer Service Department of the Year – Airlines Distribution & Transportation 	
Canada	<ul style="list-style-type: none"> Platinum Customer Service Centre Call Centre (Med Size) Gold Customer Service Trainer Gold Customer Service Representative Silver Customer Service Support Team 	
Chile	<ul style="list-style-type: none"> Bronze - Back Office Customer Service Team of the Year – All Other Industries 	
Colombia	<ul style="list-style-type: none"> Silver - Customer Service Department of the Year – Airlines Distribution & Transportation 	
Ecuador	<ul style="list-style-type: none"> Bronze - Back Office Customer Service Team of the Year – All Other Industries Silver - Contact Center of the Year (Up to 100 Seats) – All Other Industries 	
El Salvador	<ul style="list-style-type: none"> Silver – Front-Line Customer Service Team of the Year – All Other Industries 	



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Mexico	<ul style="list-style-type: none"> ▪ Bronze - Front-Line Customer Service Team of the year – All Other Industries ▪ Silver - Back Office Customer Service Team of the Year – All Other Industries ▪ Gold - Contact Center Professional of the Year – Transportation Industries ▪ Silver Incentive Management Solution – New Version 	 THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE
	<ul style="list-style-type: none"> ▪ Customer Service Department of the Year - Advertising, Marketing, Public Relations, and Business Services 	 THE INTERNATIONAL BUSINESS AWARDSSM
Panama	<ul style="list-style-type: none"> ▪ Bronze - Sales Training Practice of the Year – All Other Industries (CS Training Team) 	
Peru	<ul style="list-style-type: none"> ▪ Bronze – Back-office Customer Service Professional of the Year 	 THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE
U.S.A	<ul style="list-style-type: none"> ▪ Bronze – Back-office Customer Service Professional of the Year ▪ Bronze - Contact Center Manager of the Year ▪ Bronze – Contact Center of the Year (over 100 seats) – All Other Industries 	
	<ul style="list-style-type: none"> ▪ Bronze - Customer Service Team of the Year 	 CONTACT CENTER WORLD <small>The Global Association for Contact Center Best Practices & Networking www.ContactCenterWorld.com</small>
	<ul style="list-style-type: none"> ▪ Bronze - Best Contact Center Supervisor ▪ Gold - Best Help Desk ▪ Silver – Help Desk Best Practice 	






2014 - 86 CS Awards in Asia Pacific



Ctry / Area	Award Achievement	Awarded by
Australia	<ul style="list-style-type: none"> Silver – Customer Service Excellence 	
China	<ul style="list-style-type: none"> Contact Center of the Year (Under 1,000 Seats) Knowledge Management of the Year Merit - Customer Service Manager of the Year (Contact Center) Merit - Customer Service Team Leader of the Year (Contact Center) Merit - Customer Service Professional of the Year (Contact Center) 	
	<ul style="list-style-type: none"> China Best Call Center of the Year (2013-2014) China Call Center Outstanding Achievement China Best Call Centre Manager China Best Customer Service Agent China Best Customer Service Agent China Best Customer Service Agent 	
	<ul style="list-style-type: none"> China Best Call Centre China Best Call Centre Manager 	
	<ul style="list-style-type: none"> China Best Contact Centre China Best Contact Centre Manager 	





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Ctry / Area	Award Achievement	Awarded by
Hong Kong	<ul style="list-style-type: none"> ▪ Contact Center of the Year (Logistics – Under 300 Seats) ▪ Global Support Services of the Year (Logistics) ▪ Logistics) – Customer Service Professional of the Year (Contact Center) ▪ Merit – Customer Service Manager of the Year (Contact Center) ▪ Merit – Customer Service Team Leader of the Year (Contact Center) ▪ Merit – Customer Service Professional of the Year (Contact Center) 	
	<ul style="list-style-type: none"> ▪ Silver – Best Contact Centre in Training and People Development ▪ Silver – Best Contact Centre in Quality Assurance ▪ Bronze – Inbound Contact Centre of the Year ▪ Silver – CONTACT Centre Trainer of the Year 	
India	<ul style="list-style-type: none"> ▪ Women Leadership & Innovation Award 	
Indonesia	<ul style="list-style-type: none"> ▪ 1st rank for Best Contact Center ▪ 2nd rank for Customer Service Email Center ▪ Service Quality Award 	
	<ul style="list-style-type: none"> ▪ Platinum - The Best Contact Center Operations ▪ Platinum - The Best Technology Innovation ▪ Gold - The Best Business Contribution ▪ Gold - The Best HR Retention Program ▪ Silver - The Best Talent ▪ Best Top 10 Contact Center Award 	





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Ctry / Area	Award Achievement	Awarded by
Japan	<ul style="list-style-type: none"> Best Customer Support of the Year 	 <p>Best Contact Center of The Year</p> <p><small>JAPAN INSTITUTE OF INFORMATION TECHNOLOGY 公益財団法人 応用情報学協会</small></p>
	<ul style="list-style-type: none"> Leader of the Year 2014 in CCAJ Contact Center Award Japan Winner – Best Contact Centre For People Management 	 <p>コンタクトセンター アワード 2014 Center of Excellence</p>
	<ul style="list-style-type: none"> Winner – Contact Centre Telephone Skill Contest 	 <p>公益財団法人 日本電信電話ユーザ協会</p>
Malaysia	<ul style="list-style-type: none"> Gold - Best In-House Inbound Contact Center Gold – Process Excellence Contact Centre Gold - Best Contact Centre Professional Inbound Gold - Best Support Professional WF/QA Gold - Best Contact Centre Manager WFM/QA 	 <p>CAM CUSTOMER RELATIONSHIP MANAGEMENT & CONTACT CENTRE ASSOCIATION MALAYSIA</p>




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Ctry / Area	Award Achievement	Awarded by
New Zealand	<ul style="list-style-type: none"> ▪ Silver - Management Team of the Year ▪ Silver - Customer Services Leader of the Year ▪ Bronze - Women of the Year 	
	<ul style="list-style-type: none"> ▪ TOP PLACE TO WORK ▪ Silver – Best Contact Centre under 50 seats (all industries) - Asia Pacific ▪ Bronze – Best Motivational Community Spirit Programme within Customer Services (all industries) - Asia Pacific 	
	<ul style="list-style-type: none"> ▪ Gold - Customer Services Department of the Year (All Industries) ▪ Silver - Customer Services Team of the Year (All Industries) ▪ Silver - Customer Services Director/Executive of the year All Industries) ▪ Bronze - Management Team of the Year (All Industries) 	
	<ul style="list-style-type: none"> ▪ Gold - Support Department Customer Services of the Year (All Industries) ▪ Silver - Best Place to Work Globally (All Industries) ▪ Silver - Support Executive of the Year (All Industries) 	

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Ctry / Area	Award Achievement	Awarded by
Singapore	<ul style="list-style-type: none"> ▪ Customer Satisfaction Quality System of the Year (Logistics) ▪ Employee Engagement Program of the Year (Logistics) ▪ Contact Center of the Year (Logistics – Under 100 Seats) 	
	<ul style="list-style-type: none"> ▪ Gold - Best CS Support Professional ▪ Bronze - Best Contact Centre (corporate award mid size) ▪ Runner Up - Best CS Professional ▪ Runner Up - Best Customer Service (corporate award) ▪ Runner Up - Best Contact Centre Manager ▪ Runner Up - Best Trainer 	
	<ul style="list-style-type: none"> ▪ Gold - Best In House Program / Contact Centre ▪ Gold - Best Customer Service Team Leader (< 20 seats) ▪ Gold – Best Customer Service Trainer ▪ Silver - Best Customer Service Team Leader (<100 seats) ▪ Silver – Best Customer Service Professional (<20 seats) 	

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Ctry / Area	Award Achievement	Awarded by
South Korea	<ul style="list-style-type: none"> 2014 National Best Call Center 	
	<ul style="list-style-type: none"> Number 1 Call Center 	
Taiwan	<ul style="list-style-type: none"> Contact Center of the Year (Logistics – Under 150 Seats) People Development Program of the Year (Logistics) Winner (Logistics) – CRM Director of the Year Winner (Logistics) – CRM Manager of the Year Winner (Logistics) – Customer Service Manager of the Year (Contact Center T&D) Winner (Logistics) – Customer Service Professional of the Year (Contact Center T&D) 	
	<ul style="list-style-type: none"> Winner – China Best Customer Relationship Management of the Year Award China Best Contact Center Manager 	
Thailand	<ul style="list-style-type: none"> Bronze Winner - Contact Center of the Year (Up to 100 Seats) - Business Services and Other Service Industries Silver Winner - Customer Service Manager of the Year 	 THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE
	<ul style="list-style-type: none"> Excellence Award in Customer Care Unit 	
Vietnam	<ul style="list-style-type: none"> Silver - Customer Services Leader of the Year 	 ASIA PACIFIC STEVIE AWARDS

2014 - 25 CS Awards in Europe



Ctry / Area	Award Achievement	Awarded by
Austria	<ul style="list-style-type: none"> European Service Value Award 2014 for Customer Orientation 	
Belgium	<ul style="list-style-type: none"> Runners Up - CS category Best Use of Technology 	
Bulgaria	<ul style="list-style-type: none"> Runners Up - Best Contact Centre (Small size category) 	
France	<ul style="list-style-type: none"> Gold - French Customer Service of the Year 2014 (Transport and Logistic) 	
Hungary	<ul style="list-style-type: none"> Call Centre Excellence Excellence in Personal Customer Care Excellence in e tools and e communication 	
Ireland	<ul style="list-style-type: none"> Silver - Best Outbound Sales Campaign in the World 	
Israel	<ul style="list-style-type: none"> Achievement of innovation in service to the B2C customers 	
Norway	<ul style="list-style-type: none"> Best Call Center in transportation 	
Poland	<ul style="list-style-type: none"> Star of Quality Service 	


2014 - 25 CS Awards in Europe



Ctry / Area	Award Achievement	Awarded by
Portugal	<ul style="list-style-type: none"> Gold – Best National Contact Center 2014 (Logistics and Distribution) “Best of the Best” in the Portuguese CS Community 	
	<ul style="list-style-type: none"> Silver - Best Customer Service (Mid Size category) Silver - Best Loyal Customer Program 	
Romania	<ul style="list-style-type: none"> Best Small Call Center of the Year 	
Russia	<ul style="list-style-type: none"> Best People Management Practice 	
Slovakia	<ul style="list-style-type: none"> Runners Up - Best Customer Service (Small Size category) 	
Spain	<ul style="list-style-type: none"> Best internal Customer Service platform Best Customer Service Transportation 	
	<ul style="list-style-type: none"> Winner – Elegido Servicio De Atencion Al Cliente 2015 	
Sweden	<ul style="list-style-type: none"> Swedish Customer Service Championship Award – B2B 	
Turkey	<ul style="list-style-type: none"> Best Sales Campaign Silver - Best Outbound Sales Campaign in the World 	
Ukraine	<ul style="list-style-type: none"> Best small team of CIS country call center - KAD 	

2014 - 9 CS Awards in MENA



Ctry / Area	Award Achievement	Awarded by
Egypt	<ul style="list-style-type: none"> ▪ Silver – Female Executive of the Year 	
	<ul style="list-style-type: none"> ▪ Silver - Customer Service Team of the Year, Recovery Situation 	
Lebanon	<ul style="list-style-type: none"> ▪ Gold - Back Office CS Professional of the Year ▪ Gold - Customer Service Complaints Team of the Year 	
Saudi Arabia	<ul style="list-style-type: none"> ▪ Gold - Customer Service Leader of the Year 	
U.A.E.	<ul style="list-style-type: none"> ▪ Bronze - Customer Service Management Team of the Year 	
	<ul style="list-style-type: none"> ▪ Best Voice Of Customer Program (Large Company) 	
Qatar	<ul style="list-style-type: none"> ▪ Bronze - Best Customer Service (Small size category) ▪ Bronze - Best Contact Centre (Small size category) 	


2014 – 11 CS Awards in SSA



Ctry / Area	Award Achievement	Awarded by
SSA CS	<ul style="list-style-type: none"> Silver Winner - Customer Service Training Team of the Year - Automotive, Transport Equipment & Transportation – SSA Training Team Bronze - Award for Innovation in Customer Service - ISPN Bronze - Award for Innovation in Customer Service - STTT Program 	 <p>THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE</p>
Kenya	<ul style="list-style-type: none"> 2014 International Service Excellence Award (Contact Center) Customer Service Manager of the Year 	 <p>International Service Excellence Awards ICCSO Winner 2014</p>
Nigeria	<ul style="list-style-type: none"> Customer Service Award for Courier Services 	
	<ul style="list-style-type: none"> Africa Service Quality Heart Beat Award Best Customer Service Frontline Advisor Best Service Desk Advisor 	 <p>Africa Service Quality Heart Beat Awards ASQUAHBA 2014</p>
South Africa	<ul style="list-style-type: none"> Customer Service Professional of the Year 	 <p>International Service Excellence Awards ICCSO Winner 2014</p>
Zimbabwe	<ul style="list-style-type: none"> 2014 Service Excellence Award 	

2014 - 1 CS Awards for DHL Global



Ctry / Area	Award Achievement	Awarded by
DHL Global	<ul style="list-style-type: none"><li data-bbox="432 461 1310 493">Gold – Grand Stevie Award for Sales and Customer Service	 THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE