


















Y2015 - 33 CS AWARDS IN AMERICAS

Ctry / Area	Award Achievement	Awarded by
Argentina	<ul style="list-style-type: none"> Frontline Customer Service Team of the Year, All Industries (Bronze) 	
Bolivia	<ul style="list-style-type: none"> Customer Service Department of the Year, Airlines, Distribution & Transportation (Bronze) 	
Brazil	<ul style="list-style-type: none"> Back-Office Customer Service Team of the Year, Other Services Industries (GOLD) Contact Center of the Year (Up to 100 Seats) , All Other Industries (Silver) 	
	<ul style="list-style-type: none"> Bronze - Premio ABT- Internal Operations - Call Center Modern Consumer Award for Excellence in Customer Service Silver - PremioABT 	
	<ul style="list-style-type: none"> Gold – Premio PECC Gold – Premio CIC Company of the Year 	
Canada	<ul style="list-style-type: none"> Bronze - Female Executive of the Year in Canada Silver - Woman of the Year - Industry Silver - Female Executive of the Year - Business Services (More Than 2,500 Employees) - Transportation Gold - Maverick of the Year (All Other Industries) 	



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Chile	<ul style="list-style-type: none"> Frontline Customer Service Team of the Year, Other Service Industries (Bronze) 	 THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE
Colombia	<ul style="list-style-type: none"> Customer Service Department of the Year, Transportation (Silver) 	 THE INTERNATIONAL BUSINESS AWARDS SM
Ecuador	<ul style="list-style-type: none"> Contact Center of the Year (Up to 100 Seats) , All Other Industries (Silver) Back Office Customer Service Team of the Year, All other Industries (Bronze) 	 THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE
El Salvador	<ul style="list-style-type: none"> Customer Service Department of the Year, All Other Industries (Bronze) 	 THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE
Guatemala	<ul style="list-style-type: none"> Customer Service Department of the Year – Transportation (Bronze) 	 THE INTERNATIONAL BUSINESS AWARDS SM
Honduras	<ul style="list-style-type: none"> Customer Service Team of the Year - Silver 	 THE INTERNATIONAL BUSINESS AWARDS SM

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Mexico	<ul style="list-style-type: none"> COE – Service Strategy Award Best Talent in Contact Centre 	
	<ul style="list-style-type: none"> Customer Service Department of the Year 	
Nicaragua	<ul style="list-style-type: none"> Customer Service Team of the Year – Transportation (Bronze) 	
Panama	<ul style="list-style-type: none"> Customer Service Department of the Year – Transportation (Bronze) 	
Paraguay	<ul style="list-style-type: none"> Customer Service Team of the Year – Transportation (Bronze) 	
Peru	<ul style="list-style-type: none"> E-Commerce Customer Service Award – transportation Industries (Silver) 	
	<ul style="list-style-type: none"> Bronze - Woman of the Year - Business Services 	
U.S.A	<ul style="list-style-type: none"> Service Department of the Year: Complaints (OOP, STTT) Customer Service Professional of the Year 	CCS World Award

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Uruguay	<ul style="list-style-type: none"><li data-bbox="338 335 1323 371">▪ Customer Service Department of the Year – Transportation (Silver)	
Venezuela	<ul style="list-style-type: none"><li data-bbox="338 468 1323 504">▪ Customer Service Department of the Year, Transportation (Bronze)	





Y2015 - 104 CS AWARDS IN ASIA PACIFIC

Ctry / Area	Award Achievement	Awarded by
Australia	<ul style="list-style-type: none"> ▪ Customer Service Department of the Year (Sliver) ▪ Woman of Year (Bronze) 	 ASIA-PACIFIC STEVIE® AWARDS
	<ul style="list-style-type: none"> ▪ Service Excellence of the Year ▪ The Australian Business Award for Service Excellence 	 THE AUSTRALIAN BUSINESS AWARDS
Bangladesh	<ul style="list-style-type: none"> ▪ Industry Champion for Bangladesh ▪ Best in Customer Service (Silver) ▪ Best Contact Center (Runner up) ▪ Best Customer Service Director (Runner Up) 	 CONTACT CENTER WORLD <small>The Global Association for Contact Center Best Practices & Networking www.ContactCenterWorld.com</small>
	<ul style="list-style-type: none"> ▪ Gold- Customer Service Executive of the Year (Leadership) ▪ Bronze- Customer Service Department of the Year ▪ Bronze- Customer Service Team of the Year 	 THE INTERNATIONAL BUSINESS AWARDS™
	<ul style="list-style-type: none"> ▪ 1st Runner Up – Best Customer Experience Team ▪ 2nd Runner Up – Best Contact Center ▪ Honorary Award - Best Customer Experience 	 3rd annual CUSTOMER EXPERIENCE MANAGEMENT ASIA SUMMIT





Y2015 - 104 CS AWARDS IN ASIA PACIFIC

Ctry / Area	Award Achievement	Awarded by
China	<ul style="list-style-type: none"> ▪ China Best Call Centre Manager ▪ China Best Customer Service Agent ▪ China Call Center Best customer experience Award ▪ China Call Center Best management innovation award ▪ China Best Call Center of the Year (2014-2015) 	
	<ul style="list-style-type: none"> ▪ China Best Customer Contact Center Manager of the Year Awards 2015 ▪ China Best Customer Contact Center(CS) of the Year Awards 2015 	
	<ul style="list-style-type: none"> ▪ Contact Center of the Year (Under 1000 Seats) ▪ Customer Satisfaction Quality System of the Year ▪ Customer Relationship Excellence Award ▪ Customer Service Manager of the Year ▪ Customer Service Team Leader of the Year X 2 ▪ Customer Service Professional of the Year X 3 	
Hong Kong	<ul style="list-style-type: none"> ▪ Best Contact Centre (Under 300 seats) ▪ Global Support Services of the Year 	
	<ul style="list-style-type: none"> ▪ Gold Award - Best Contact Centre in Quality Assurance ▪ Gold Award - Mystery Caller Assessment 	

Y2015 - 104 CS AWARDS IN ASIA PACIFIC

Ctry / Area	Award Achievement	Awarded by
Indonesia	<ul style="list-style-type: none"> Call Centre Award for Service Excellence Excellence Award for Email Centre Category 	
	<ul style="list-style-type: none"> Platinum Award for Employee Engagement Gold Award for Best Operations Gold Award for Business Contribution Gold Award for Best Technology Innovation The Best Top 10 Companies Platinum Award for Best CS Manager Gold Award for Best English Agent Bronze Award for Back Office Agent 	
India	<ul style="list-style-type: none"> Honorary Award - Best Customer Experience Team 	
	<ul style="list-style-type: none"> Voice of the Customer Award 	Express Logistics & Supply Chain Conclave (ELSC)
Japan	<ul style="list-style-type: none"> Contact Center Operation Award Contact Center Leader of the Year 	CCJA
	<ul style="list-style-type: none"> Gold – Premio PECC 	

Y2015 - 104 CS AWARDS IN ASIA PACIFIC

Ctry / Area	Award Achievement	Awarded by
Malaysia	<ul style="list-style-type: none"> ▪ 1st Place --Technology Innovation Contact Centre ▪ 2nd Place --Best Inbound Contact Centre (In House, under 100 seats) ▪ 3rd Place -- Customer Satisfaction Management Process ▪ 2nd Place --Best Contact Centre Manager (Inbound, under 100 seats) 	
New Zealand	<ul style="list-style-type: none"> ▪ Contact Centre of the Year (Gold) ▪ Customer Service Department of the Year, Transportation (Silver) ▪ Customer Service Team of the Year, Transportation (Silver) ▪ Frontline Customer Service Team of the Year, All Industries (Silver) ▪ Back Office Customer Service Team of the Year, All other Industries (Silver) ▪ Customer Service Manager of the Year (Gold) ▪ Back Office Customer Service Profession of the Year (Bronze) ▪ Management team of the Year, all Industries (Silver) 	
	<ul style="list-style-type: none"> ▪ Management Team of the Year in Customer Service (Gold) ▪ Best Support Department in Customer Service (Gold) ▪ Customer Services Team of the Year (Bronze) ▪ Customer Services Department of the Year (Bronze) ▪ Company of the Year in Customer Service – Transportation (Bronze) ▪ Woman of the Year (Bronze) 	
Pakistan	<ul style="list-style-type: none"> ▪ Best Customer Service (Gold) ▪ Best Contact Centre (Bronze) ▪ Contact Centre Industry Champion 	


Y2015 - 104 CS AWARDS IN ASIA PACIFIC

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Philippines	<ul style="list-style-type: none"> Customer Service Department of the Year (Bronze) 	 <p>THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE</p>
	<ul style="list-style-type: none"> Customer Service Team of the Year (Silver) 	 <p>ASIA-PACIFIC STEVIE® AWARDS</p>
Singapore	<ul style="list-style-type: none"> Best Customer Service Mid Size (Gold) Best Contact Centre Mid Size (Silver) Best Workforce Specialist (Silver) Best CS Supervisor (Runner Up) Best CS Advisor (Runner Up) 	 <p>CONTACT CENTER WORLD The Global Association for Contact Center Best Practices & Networking www.ContactCenterWorld.com</p>
	<ul style="list-style-type: none"> Best Contact Centre (Under 100 seats) Best Employee Engagement Program Best Customer Satisfaction Quality System 	 <p>CUSTOMER RELATIONSHIP EXCELLENCE AWARDS</p>
	<ul style="list-style-type: none"> Gold - Best In-House Program / Section Contact Centre Silver - Customer Experience Mystery Calling Awards Bronze - Best CS Professional of the Year Bronze - Best Contact Centre Support Manager of the Year Bronze - Best Contact Centre Manager of the Year 	 <p>CCAS Contact Centre Association of Singapore</p>









Y2015 - 104 CS AWARDS IN ASIA PACIFIC

Ctry / Area	Award Achievement	Awarded by
South Korea	<ul style="list-style-type: none"> Contact Center Leader of the Year 	 Korea Contact Center Association
	<ul style="list-style-type: none"> 2015 Number 1 Call Center 	 KSA
	<ul style="list-style-type: none"> 2015 National Best Call Center 	 KSQI
Taiwan	<ul style="list-style-type: none"> Contact Centre of the Year – Logistics (Under 50 Seats) Best Customer Experience Management of the Year – Logistics CRM Manager of the Year - Logistics Customer Service Team Leader of the Year – Contact Centre Customer Service Professional of the Year – Service Centre People Development of the Year Customer Service Team Leader of the Year – Contact Centre Customer Service Team Leader of the Year – Contact Centre Customer Service Professional of the Year – Contact Centre 	 CSC Awards








Y2015 - 104 CS AWARDS IN ASIA PACIFIC

Ctry / Area	Award Achievement	Awarded by
Thailand	<ul style="list-style-type: none"> ▪ Customer Service Department of the Year (Bronze) ▪ 2015 People's Choice for favorite Customer Service 	 <p>THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE</p>
	<ul style="list-style-type: none"> ▪ Customer Service Department of the Year (Bronze) ▪ Customer Service Team of the Year (Bronze) 	 <p>ASIA-PACIFIC STEVIE® AWARDS</p>
Vietnam	<ul style="list-style-type: none"> ▪ Customer Service Department of the Year (Silver) 	
	<ul style="list-style-type: none"> ▪ Customer Loyalty Program (Bronze) 	 <p>CONTACT CENTER WORLD The Global Association for Contact Center Best Practices & Networking www.ContactCenterWorld.com</p>

Y2015 - 29 CS AWARDS IN EUROPE

Ctry / Area	Award Achievement	Awarded by
Austria	<ul style="list-style-type: none"> European Service Value Award 2015 	
	<ul style="list-style-type: none"> Top Service Österreich 	
Belgium	<ul style="list-style-type: none"> Accessibility Role Model Award 	
	<ul style="list-style-type: none"> Best use of Technology (2nd place) 	
Czech Republic	<ul style="list-style-type: none"> European Service Value Award 2015 – Customer Orientation 	
Denmark	<ul style="list-style-type: none"> Best Customer Service Award – Transportation and Logistics 	
Finland	<ul style="list-style-type: none"> Best Contact Center in Finland 2015 	
France	<ul style="list-style-type: none"> Gold - French Customer Service of the Year 2015 (Transport and Logistic) 	






Y2015 - 29 CS AWARDS IN EUROPE

Ctry / Area	Award Achievement	Awarded by
Germany	<ul style="list-style-type: none"> Gold - Support Department of the Year 	
Israel	<ul style="list-style-type: none"> Service as a strategic partner for B2B 	
Italy	<ul style="list-style-type: none"> Best Customer Service in Italy 2015 	
Netherlands	<ul style="list-style-type: none"> Best Sales Campaign 	
Norway	<ul style="list-style-type: none"> Customer Service Award 2015 – Transportation 	
Poland	<ul style="list-style-type: none"> Gold Emblem for DHL brand (Consumer Quality Leader) 	
	<ul style="list-style-type: none"> Golden Emblem for TDI 	





Y2015 - 29 CS AWARDS IN EUROPE

Ctry / Area	Award Achievement	Awarded by
Portugal	<ul style="list-style-type: none"> Best National Contact Center - Logistics and Distribution (Gold) 	
Romania	<ul style="list-style-type: none"> Best Small Contact Centre 	
Russia	<ul style="list-style-type: none"> Best Small Call Center (Silver) Best Selling Team (Silver) 	
	<ul style="list-style-type: none"> Customer Excellence Award – Customer Experience 	
Spain	<ul style="list-style-type: none"> Best internal Customer Service platform Best Customer Service Transportation 	
	<ul style="list-style-type: none"> Elegido Servicio al Cliente 2016 	








Y2015 - 29 CS AWARDS IN EUROPE

Ctry / Area	Award Achievement	Awarded by
Sweden	<ul style="list-style-type: none"> Swedish Customer Service Championship Award (B2B) 	
Switzerland	<ul style="list-style-type: none"> Customer Service Team of the Year Customer Service Executive of the Year – Transportation (Bronze) 	
Turkey	<ul style="list-style-type: none"> Customer is King Award 	
United Kingdom	<ul style="list-style-type: none"> Outstanding Customer Service Team 	 Global Business Excellence Awards
	<ul style="list-style-type: none"> Call Centre Support Manager of the Year (Merit) 	

Y2015 - 19 CS AWARDS IN MIDDLE EAST NORTH AFRICA

Ctry / Area	Award Achievement	Awarded by
Bahrain	<ul style="list-style-type: none"> ▪ Silver - Customer Service Team of the Year - Transportation 	
Egypt	<ul style="list-style-type: none"> ▪ Gold - Customer Service Department of the Year - Transportation 	
Jordan	<ul style="list-style-type: none"> ▪ Silver - Contact Centre of the Year (Up to 100 seats) – Other Services Industries 	
Kuwait	<ul style="list-style-type: none"> ▪ Bronze - Customer Service Department of the Year – Airlines, Distribution and Transport 	
Lebanon	<ul style="list-style-type: none"> ▪ Silver - Young Customer Service Professional of the Year – All Other Industries ▪ Gold - Customer Service Leader of the Year – All Other Industries ▪ Silver - Customer Service Training Team of the Year 	
	<ul style="list-style-type: none"> ▪ Best Contact Center Agent (Finalist) 	
Morocco	<ul style="list-style-type: none"> ▪ Best Call Center 	

Y2015 - 19 CS AWARDS IN MIDDLE EAST NORTH AFRICA

Ctry / Area	Award Achievement	Awarded by
Qatar	<ul style="list-style-type: none"> Silver - Customer Service Team of the Year – Transportation 	
	<ul style="list-style-type: none"> Bronze - Female Executive of the Year in Europe, the Middle East & Africa 	
Saudi Arabia	<ul style="list-style-type: none"> Bronze - Customer Service Department of the Year – Transportation Bronze - Customer Service Team of the Year - Transportation 	
Syria	<ul style="list-style-type: none"> Silver - Customer Service Department of the Year – Airlines, Distribution and Transport 	
United Arab Emirates	<ul style="list-style-type: none"> Silver - Customer Service Department of the Year – Airlines, Distribution and Transport 	
	<ul style="list-style-type: none"> Silver - Customer Service Executive of the Year – Transportation Bronze - Community Involvement Program of the Year 	
	<ul style="list-style-type: none"> Best QA and Customer Experience Program 	
	<ul style="list-style-type: none"> Customer Service Department of the Year 	

Y2015 - 36 CS AWARDS IN SUB-SAHARAN AFRICA

Ctry / Area	Award Achievement	Awarded by
Botswana	<ul style="list-style-type: none"> Customer Empathy and Assurance Award 	 www.51callcenter.com
Ghana	<ul style="list-style-type: none"> Customer Service Hall of Fame 	Organisation for Customer Service Excellence - Ghana
Kenya	<ul style="list-style-type: none"> Rising Star Award – Logistics and Supply Chain 	
	<ul style="list-style-type: none"> Highly Commended - International Service Excellence for Contact Center Customer Service Manager of the Year 	 International Service Excellence Awards
	<ul style="list-style-type: none"> Highly Commended (Corporate) 	 CONTACT CENTER WORLD The Global Association for Contact Center Best Practices & Networking www.ContactCenterWorld.com
Malawi	<ul style="list-style-type: none"> Best customer services, postal and courier services sector 	Chartered Institute for Customer Management (CICM)






Y2015 - 36 CS AWARDS IN SUB-SAHARAN AFRICA

Ctry / Area	Award Achievement	Awarded by
Nigeria	<ul style="list-style-type: none"> Customer Service Team of the Year – Transportation (Bronze) 	
	<ul style="list-style-type: none"> Highly Commended (Corporate) 	
	<ul style="list-style-type: none"> Miss Service Excellence, ASQUABHA 2015 Outstanding CS Advisor of the Year X 2 Service Champion - Spirit of Service Excellence Best Customer Service Company in Nigeria - Courier Service 	
	<ul style="list-style-type: none"> Bronze - Female Executive of the Year - Business Services (>2,500 Employees) - Transportation 	

Y2015 - 36 CS AWARDS IN SUB-SAHARAN AFRICA

Ctry / Area	Award Achievement	Awarded by
South Africa	<ul style="list-style-type: none"> Customer Service Professional of the Year 	
	<ul style="list-style-type: none"> CRM Director of the Year Best Contact Centre of the Year (under 50 seats) Best Use of Knowledge Management - Logistics Best Customer Service Professional Best Customer Service Professional (Merit) Best CS Manager (Merit) Best Team Leader in CS – Contact Centre (Merit) Best Team Leader in CS – Key Account (Merit) 	
	<ul style="list-style-type: none"> Customer Service Team of the Year – Transportation (Gold) Customer Service Department of the Year – Transportation (Silver) Customer Service Executive of the Year – Transportation (Silver) 	

Y2015 - 36 CS AWARDS IN SUB-SAHARAN AFRICA

Ctry / Area	Award Achievement	Awarded by
Sub-Saharan Africa Team	<ul style="list-style-type: none"> ▪ Customer Service Department of the Year, Airlines, Distribution & Transportation (Silver) ▪ Customer Service Department of the Year - Transportation (Bronze) 	 <p>THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE</p>
	<ul style="list-style-type: none"> ▪ Bronze - Female Executive of the Year- Consumer Products (>2,500 Employees) 	 <p>THE STEVIE® AWARDS FOR WOMEN IN BUSINESS</p>
Tanzania	<ul style="list-style-type: none"> ▪ Best Small Inhouse Contact Centre (Gold) ▪ Best Community Spirit (Gold) 	 <p>CONTACT CENTER WORLD The Global Association for Contact Center Best Practices & Networking www.ContactCenterWorld.com</p>
Zambia	<ul style="list-style-type: none"> ▪ CS Personality of the Year 2015 ▪ 2015 Best Call Centre ▪ 2015 Most Customer Focused Organization 	 <p>ZICM ZAMBIAN INSTITUTE FOR CUSTOMER MANAGEMENT</p>
Zimbabwe	<ul style="list-style-type: none"> ▪ Service Excellence Award 2015 - Courier Services Category 	 <p>CCAZ</p>