








# 2013 - 18 CS Awards in Americas



Ctry / Area	Award Achievement	Awarded by
Brazil	<ul style="list-style-type: none"> <li>Excellence in Contact Center</li> </ul>	
	<ul style="list-style-type: none"> <li>BRONZE XIII PrêmioABT Award - Human Resources with the career plan</li> </ul>	
Canada	<ul style="list-style-type: none"> <li>Platinum - Customer Service Leader of the Year</li> <li>Gold - Customer Service Coach of the Year</li> <li>Silver - Customer Service Admin Support of the Year</li> <li>Silver - Customer Service Trainer of the Year</li> </ul>	
Costa Rica	<ul style="list-style-type: none"> <li>Customer Service Department of the Year - Airlines, Distribution &amp; Transportation (Bronze)</li> </ul>	
Mexico	<ul style="list-style-type: none"> <li>Young CS Professional of the Year (Bronze)</li> <li>Contact Center Professional of the Year (Bronze)</li> </ul>	
	<ul style="list-style-type: none"> <li>International Assistance Bureau – Best Service Strategy</li> <li>International Assistance Bureau - Best Human Talent</li> </ul>	
	<ul style="list-style-type: none"> <li>Best Customer Service Strategy within the Organization</li> </ul>	

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U.S.A	<ul style="list-style-type: none"> <li>▪ Bronze Stevie Winner - Customer Service Department of the Year</li> <li>▪ Bronze Stevie Winner – Customer Service Team of the Year</li> <li>▪ Silver Stevie Winner - Support Staffer of the Year</li> </ul>	 THE AMERICAN BUSINESS AWARDS™
	<ul style="list-style-type: none"> <li>▪ Bronze Stevie Winner – Customer Service Department of the Year (KAD)</li> </ul>	 THE INTERNATIONAL BUSINESS AWARDS™
Peru	<ul style="list-style-type: none"> <li>▪ Bronze Stevie Winner – Customer Service Team of the Year (Transportation)</li> </ul>	 THE INTERNATIONAL BUSINESS AWARDS™
Venezuela	<ul style="list-style-type: none"> <li>▪ Bronze Stevie Winner – Customer Service Department of the Year</li> </ul>	 THE INTERNATIONAL BUSINESS AWARDS™

# 2013 - 58 CS Awards in Asia Pacific



Ctry / Area	Award Achievement	Awarded by
Australia	<ul style="list-style-type: none"> <li>▪ Contact Centre of the year for 81 – 150 FTE’s Queensland</li> <li>▪ Australian National Call Centre of the Year</li> </ul>	
China	<ul style="list-style-type: none"> <li>▪ China Best Call Center of the Year (2012-2013)</li> <li>▪ China Best Revenue Generation of the Year (2012-2013)</li> <li>▪ China Call Centre Outstanding Achievement 2012 – 2013</li> <li>▪ Best Manager of China Call Centre for 2012 – 2013</li> <li>▪ Best Agent of China Call Centre for 2012 -2013 (Miao LI)</li> <li>▪ Best Agent of China Call Centre for 2012 -2013 (YiRen HE)</li> <li>▪ Best Agent of China Call Centre for 2012 -2013 (YuQi WEN)</li> </ul>	
	<ul style="list-style-type: none"> <li>▪ 2013 China Best Customer Service</li> </ul>	
	<ul style="list-style-type: none"> <li>▪ Best Customer Contact Center of the Y2013</li> <li>▪ Best Customer Contact Center Manager of the Y2013</li> </ul>	
	<ul style="list-style-type: none"> <li>▪ Customer Service Contact Center of the Year (under 1000 Seats)</li> <li>▪ Customer Satisfaction Quality System of the Year</li> <li>▪ Winner (Logistics) – CRM Manager of the Year</li> <li>▪ Winner (Logistics) – Customer Service Team Leader of Year</li> <li>▪ Merit – Customer Service Professional of the Year (Contact Centre)</li> </ul>	

# 2013 - 58 CS Awards in Asia Pacific



Ctry / Area	Award Achievement	Awarded by
Hong Kong	<ul style="list-style-type: none"> <li>▪ Customer Service Contact Centre of the Year (Logistic – Under 300 seats)</li> <li>▪ Global Support Service of the Year (Logistic)</li> <li>▪ Winner (Logistic) – Customer Service Manager of the Year (Contact Centre)</li> <li>▪ Merit – Customer Service Team Leader of the Year (Contact Centre)</li> <li>▪ Merit – Customer Service Professional of the Year (Contact Centre)</li> </ul>	
India	<ul style="list-style-type: none"> <li>▪ Women Leadership &amp; Innovation Award</li> </ul>	
Indonesia	<ul style="list-style-type: none"> <li>▪ Contact Centre Service Excellence Award 2013</li> <li>▪ The 6th Grand Champion 2013 - National Customer Service Championship</li> <li>▪ Best Customer Service Team Leader - Devi Novianty</li> <li>▪ Best Customer Service Team Leader - Ahmad Irfan</li> <li>▪ Best Customer Service Team Leader - Chairun Rezki</li> </ul>	
	<ul style="list-style-type: none"> <li>▪ Best Contact Center Operations 2013</li> </ul>	
Japan	<ul style="list-style-type: none"> <li>▪ Best Contact Center of the year 2013</li> </ul>	

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Ctry / Area	Award Achievement	Awarded by
Korea	<ul style="list-style-type: none"> <li>2013 National Best Call Center</li> </ul>	
	<ul style="list-style-type: none"> <li>2013 Call Center Number One Company</li> </ul>	
Malaysia	<ul style="list-style-type: none"> <li>Gold - Best In-house Inbound Contact Centre</li> <li>Gold - Best Contact Centre Team Leader – Operation (&lt;100 seats)</li> <li>Gold - Best Contact Centre Professional – Non-Operation (&lt;100 seats)</li> <li>Gold - Best Contact Centre Manager – Non-Operation (&lt;100 seats)</li> <li>Silver - Best Contact Centre Professional – Operation (&lt;100 seats)</li> <li>Bronze - Best Contact Centre Team Leader – Operation (&lt;100 seats)</li> </ul>	
New Zealand	<ul style="list-style-type: none"> <li>Main freight Employer of Choice</li> <li>Austin's Excellence in Customer Engagement</li> </ul>	
Singapore	<ul style="list-style-type: none"> <li>Best Contact Centre of the Year (under 100 seats)</li> <li>Best Contact Centre Technology of the Year</li> <li>Best CS Quality System/Process</li> </ul>	











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Ctry / Area	Award Achievement	Awarded by
Singapore	<ul style="list-style-type: none"> <li>▪ Best Contact Centre – Bronze</li> <li>▪ Best Customer Loyalty Program – Silver</li> <li>▪ Best Trainer – Bronze</li> </ul>	 <p><b>CONTACT CENTER WORLD</b> The Global Association for Contact Center Best Practices &amp; Networking <a href="http://www.ContactCenterWorld.com">www.ContactCenterWorld.com</a></p>
	<ul style="list-style-type: none"> <li>▪ Best CS Professional of the Year</li> <li>▪ Best CS Team Leader of the Year</li> <li>▪ Best Contact Centre of the Year (Corporate)</li> </ul>	 <p><b>CCAS</b> Contact Centre Association of Singapore</p>
Taiwan	<ul style="list-style-type: none"> <li>▪ Contact Center of the Year (Logistics – Under 50 Seats)</li> <li>▪ Winner (Logistics) – CRM Manager of the Year</li> <li>▪ Winner (Logistics) – Customer Service Team Leader of the Year (Contact Center)</li> <li>▪ Merit – Customer Service Professional of the Year (Contact Center)</li> </ul>	 <p><b>CSC Awards</b> Customer Relationship Excellence Awards</p>
Taiwan	<ul style="list-style-type: none"> <li>▪ Best Customer Contact Center of the Y2013</li> <li>▪ Best Customer Contact Center Manager of the Y2013</li> </ul>	 <p><b>51 callcenter</b> <a href="http://www.51callcenter.com">www.51callcenter.com</a></p>
Thailand	<ul style="list-style-type: none"> <li>▪ Best Overall Contact Centre Award</li> <li>▪ The Most Customer Centric Call Centre Award</li> <li>▪ Best Call Centre Manager of the Year</li> </ul>	 <p><b>TDMA</b> THAI DIRECT MARKETER ASSOCIATION</p>

# 2013 - 18 CS Awards in Europe



Ctry / Area	Award Achievement	Awarded by
Austria	<ul style="list-style-type: none"> <li>Austria's most customer oriented service 2013 – 2<sup>nd</sup> Place</li> </ul>	 <p>Wettbewerb Deutschlands <b>kundenorientierteste</b> Dienstleister 2013</p>
Belgium	<ul style="list-style-type: none"> <li>2nd Place – Caviars CS awards for in-house call center of the Year</li> </ul>	 <p><b>CAVIARS</b> Contactcentres with a sparkle</p>
DHL Express Europe	<ul style="list-style-type: none"> <li>Self Service Technology IVR – Achieves (Bronze)</li> </ul>	 <p><b>CONTACT CENTER WORLD</b> The Global Association for Contact Center Best Practices &amp; Networking <a href="http://www.ContactCenterWorld.com">www.ContactCenterWorld.com</a></p>
France	<ul style="list-style-type: none"> <li>Gold - French Customer Service of the Year 2013 (Transport and Logistic)</li> </ul>	 <p><b>ELU</b> <b>SERVICE CLIENT</b> OF THE YEAR <b>2013</b></p>
Germany	<ul style="list-style-type: none"> <li>EMS Customer Care Award</li> </ul>	  <p><b>EMS</b>  <b>UNIVERSAL POSTAL UNION</b></p>
Norway	<ul style="list-style-type: none"> <li>Best customer service in package transportation</li> </ul>	 <p><b>IAPR</b> </p>
Ireland	<ul style="list-style-type: none"> <li>Customer Service Excellence Award</li> </ul>	 <p><b>fleet</b> TRANSPORT</p>

# 2013 - 18 CS Awards in Europe










Ctry / Area	Award Achievement	Awarded by
Portugal	<ul style="list-style-type: none"> <li>Gold - Best National Contact Center 2013 (Logistics and Distribution)</li> <li>Silver - Best National Contact Center 2013 (Logistics and Distribution)</li> </ul>	 <p>apcc associação portuguesa de contact centers</p>
	<ul style="list-style-type: none"> <li>Best Customer Service Mid-Size – Achieves (Gold)</li> <li>Best Contact Centre Mid-Size – Achieves (Silver)</li> </ul>	 <p><b>CONTACT CENTER WORLD</b> The Global Association for Contact Center Best Practices &amp; Networking www.ContactCenterWorld.com</p>
	<ul style="list-style-type: none"> <li>Personality of the Year Award</li> </ul>	 <p>TROFÉU CALL CENTER 2013</p>
Romania	<ul style="list-style-type: none"> <li>Best Training Program in Customer Service</li> </ul>	 <p>contact center awards</p>
Switzerland	<ul style="list-style-type: none"> <li>Leadership Strategies in Contact Centres – Achieves (Silver)</li> <li>Best Contact Centre Mid-Size – Achieves (Runners Up)</li> </ul>	 <p><b>CONTACT CENTER WORLD</b> The Global Association for Contact Center Best Practices &amp; Networking www.ContactCenterWorld.com</p>
Ukraine	<ul style="list-style-type: none"> <li>Best strategy to manage customer experience / Voice of the customer</li> </ul>	 <p>call center guru</p>
UK	<ul style="list-style-type: none"> <li>UK Call Centre Manager of the Year – Silver</li> </ul>	 <p>call centre management association</p>
	<ul style="list-style-type: none"> <li>Best Customer Service Large-Sized – Achieves (Silver)</li> </ul>	 <p><b>CONTACT CENTER WORLD</b> The Global Association for Contact Center Best Practices &amp; Networking www.ContactCenterWorld.com</p>




# 2013 - 10 CS Awards in SSA/MENA



Ctry / Area	Award Achievement	Awarded by
Jordan	<ul style="list-style-type: none"> <li>▪ Bronze Stevie - Female Executive of the Year in Europe, the Middle East &amp; Africa</li> </ul>	 <b>THE STEVIE® AWARDS FOR WOMEN IN BUSINESS</b>
Oman	<ul style="list-style-type: none"> <li>▪ Best Call Center Award 2013</li> </ul>	 <b>2nd OMAN CUSTOMER SERVICE EXCELLENCE AWARDS 2013</b> <small>RECOGNISING CUSTOMER SERVICE EXCELLENCE!</small>
Qatar	<ul style="list-style-type: none"> <li>▪ Best Customer Service in EMEA 2013 (&lt;50 Seats)</li> <li>▪ Best Call Center in EMEA 2013 (&lt;50 Seats)</li> </ul>	 <b>CONTACT CENTER WORLD</b> <small>The Global Association for Contact Center Best Practices &amp; Networking www.ContactCenterWorld.com</small>
Saudi Arabia	<ul style="list-style-type: none"> <li>▪ Gold Stevie Winner: Customer Service Department of the Year – Transportation</li> <li>▪ Gold Stevie Winner: Customer Service Team of the Year – Transportation</li> <li>▪ Management Team of the Year – More Than 10 Employees (Global)</li> </ul>	 <b>THE INTERNATIONAL BUSINESS AWARDS<sup>SM</sup></b>  <b>THE STEVIE® AWARDS FOR WOMEN IN BUSINESS</b>
South Africa	<ul style="list-style-type: none"> <li>▪ Contact Center of the Year (Up to 100 Seats) (Silver)</li> <li>▪ Customer Service Complaints Team of the Year (Bronze)</li> </ul>	 <b>THE STEVIE® AWARDS FOR SALES &amp; CUSTOMER SERVICE</b>
Zambia	<ul style="list-style-type: none"> <li>▪ Best Customer Services Organization of the Year 2013 – Non Financial Services</li> </ul>	 <b>ZIM</b> <small>Marketing - The Key to Prosperity</small>

# 2013 - 2 CS Awards in Global Head Office



Ctry / Area	Award Achievement	Awarded by
DHL Express Global	<ul style="list-style-type: none"> <li>Customer Service Training International Award</li> </ul>	
DHL Express Global	<ul style="list-style-type: none"> <li>SILVER - Best Customer Service Program of the Year for CIS Customer Services</li> </ul>	