

CUSTOMER SERVICE EXTERNAL AWARDS

FY 2019

Global Customer Service
DHL EXPRESS



FY 2019 - 38 CS AWARDS IN AMERICAS

Country/Entity	Award Title	Award Organizer
Argentina	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
	Bronze - Front-Line Customer Service Team of the Year - Other Service Industries	
	Bronze - Back-Office Customer Service Team of the Year - Other Service Industries	
Bolivia	Bronze - Customer Service Team of the Year - Transportation	
	Bronze - Customer Service Team of the Year - Transportation	
Brazil	Gold - Customer Service Team of the Year - Recovery Situation - Other Service Industries	Consumidor Moderno Magazine
	Best Customer Service - Logistics Category	
	Customer Service Department of the Year	Cliente SA and ALOIC
	1 st Place - Best Company in Customer Experience	Instituto MESC
Canada	Bronze - Customer Service Department of the Year - Transportation	Stevie Awards Inc.
Colombia	Gold - Customer Service Department of the Year - Airlines, Distribution & Transportation	
Costa Rica	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	
Dominican Republic	Bronze - Customer Service Department of the Year - Transportation	
Ecuador	Bronze - Customer Service Complaints Team of the Year - Other Service Industries	
	Bronze - Contact Center of the Year (Up to 100 Seats) - All Other Industries	
Guatemala	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	
	Silver - Customer Service Executive of the Year	

FY 2019 - 38 CS AWARDS IN AMERICAS

Country/Entity	Award Title	Award Organizer	
Mexico	Silver - Front-Line Customer Service Professional of the Year - All Other Industries	Stevie Awards Inc.	
	Bronze - Contact Centre Leader of the Year		
	Gold - Best Talent - Frontline Supervisor	Instituto Mexicano de Teleservicios (IMT)	
	Gold - Best Talent - Backline Advisor		
	Silver - Best Talent - CS VP		
	Silver - Best Talent - CSD Manager		
	Gold - Service Quality "Amazon" - "Vanguard Services in Contact Centre"		
	Gold - Remote Agents - "Productivity + Technology + Optimization = People loving this job"		
	Silver - CS Empowerment - "I've got the power! Emotional Connection"		
	Silver - Omni channel - "Always with you! When and where you need us"		
Panama	Silver - Customer Service Department of the Year - Transportation		
Peru	Bronze - Business Development Achievement of the Year - All Other Industries		Stevie Awards Inc.
	Bronze - e-Commerce Customer Service Award - Other Service Industries		

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Country/Entity	Award Title	Award Organizer
U.S.A	Bronze - Front-Line Customer Service Team of the Year - All Other Industries	Stevie Awards Inc.
	Bronze - Best Customer Satisfaction Strategy	
	Silver - Business Technology Solution – Other	
	Silver - Support Team of the Year	
	Innovation in Customer Service	Customer Sales and Service World Awards
	Innovation in Transportation	Golden Bridge Awards
Uruguay	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
Venezuela	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	

FY 2019 - 90 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity	Award Title	Award Organizer
Australia	ABA100 Winner for Service Excellence - Australian Business Awards 2019	Australian Business Awards
Bangladesh	Silver - Customer Service Leader of the Year - Visionary and Coaching Leadership	Stevie Awards Inc.
	Gold - Front-Line Customer Service Team of the Year - All Other Industries	
	Bronze - Contact Center of the Year (Up to 100 Seats) - Other Service Industries	
	Silver - Best Customer Feedback Strategy - Bangladesh Customer Feedback Strategy	
	People's Choice Stevie Awards for Favorite Customer Service - Distribution & Transportation	
	Silver - Customer Service Team of the Year	
	Gold - Customer Service Department of the Year	
	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	
	Best Customer Service Award	Customer Contact Week Asia

FY 2019 - 90 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity	Award Title	Award Organizer
Hong Kong	Merit – Customer Service Professional of the Year 2019	Asia Pacific Contact Center Association Leaders
	Merit – Customer Service Professional of the Year 2019	Asia Pacific Customer Service Consortium (APCSC)
	Winner - Customer Service Professional of the Year 2019	
	Winner - Customer Service Team Leader of the Year 2019	
	Winner - Global Support of the Year 2019	
	Winner - Best Customer Experience Management of the Year 2019	
	Winner - Contact Centre of the Year 2019	
	Silver winner– Inbound Contact Centre of the Year	Hong Kong Call Center Association (HKCCA)
	Best-In-Class winner – Mystery Caller Assessment Award	
India	Customer Excellence Company Of the Year	CX India Customer Excellence Summit
	The Woman Leader of 2019 in Customer Service	International Woman Leader’s forum

FY 2019 - 90 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity	Award Title	Award Organizer
Indonesia	Contact Center Service Excellence Award (CCSEA) 2019 for category Best Call Center	Carre – CCSL (Center of Customer Satisfaction and Loyalty) and Service Excellence Magazine
	Contact Center Service Excellence Award (CCSEA) 2019 for category Best Email Center	
	Silver for Best Premium Agent	Indonesia Contact Center Association
	Gold for Best Inbound Agent	
	Platinum for Best Inbound Agent	
	Platinum for Best English Agent	
	Gold for Best Technology Innovation category	
	Gold for Best People Development category	
	Platinum for Best Business Contribution Category	
	Top 10 Best Companies	
Japan	Contact Center Award/Leader of the Year 2019	CC-Award JP
Korea, Republic Of	2019 National Best Call Center	Korea Management Association Consulting (KMAC)

FY 2019 - 90 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity	Award Title	Award Organizer
Malaysia	Best Customer Service 2019 (Bronze Awards)	International Quality & Productivity Centre (IPQC)
	Best in Class Contact Centre (Over 100 seats) - Silver Award	
	Best People & Culture 2019 - Gold Award	
	Best Customer Experience Team 2019 - Bronze Award	
	Best Employee Engagement 2019 - Gold Award	
	Bronze - Best Contact Centre Team Leader (under 100 seats)	Contact Centre Association of Malaysia (CCAM)
	Gold - Best Contact Centre Team Leader (Under 100 seats)	
	Silver - Best Contact Centre Professional (Under 100 seats)	
	Bronze - Best Contact Centre Professional (Under 100 seats)	
New Zealand	Trainer of the Year	Contact Centre Institute of New Zealand
	Industry Sector Award - Transportation Services	CRM Consulting Ltd
	Supreme Diamond Award	
Pakistan	Best Operations Manager	Contactcenterworld.com
	Best Upselling Campaign	
Philippines	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
Sri Lanka	Bronze – Customer Service Department of the Year	Stevie Awards Inc.

FY 2019 - 90 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity	Award Title	Award Organizer
Singapore	Best Customer Experience Delivered	Contact Centre Association of Singapore (CCAS)
	Best Human Resource Support Specialist of the Year	
	Customer Experience (CX) Mystery Shopper Awards - Webchat	
	Customer Experience (CX) Mystery Shopper Awards - Voice	
	Best Customer Service Professional of the Year (Between 20 to 100 Seats)	
	Best Customer Service Professional of the Year (Under 20 Seats)	
	Best Contact Centre Support Manager of the Year	
	Best Contact Centre Team Leader of the Year (Between 20 to 100 Seats)	
	Best Contact Centre Team Leader of the Year (Between 20 to 100 Seats)	
	Best Contact Centre Team Leader of the Year (Under 20 Seats)	
	Best Contact Centre Manager of the Year (Under 20 Seats)	
	Best Contact Centre Sales or Revenue Based Programme	
	Best Contact Centre Sales or Revenue Based Programme	
	Best In-House Contact Centre (Under 20 Seats)	
	Best In-House Contact Centre (Between 20 to 100 Seats)	

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Country/Entity	Award Title	Award Organizer
Thailand	Bronze - Contact Center of the Year (Over 100 Seats) - All Other Industries	Stevie Awards Inc.
	The Best Workflow Contact Centre – Bronze	Thai Contact Center Trade Association
	The Best Effective Software Contact Centre – Bronze	
	The Best Facility Contact Centre – Bronze	
	The Best Effective Technology Contact Centre – Silver	
	The Best Customer Satisfaction Contact Centre – Gold	

FY 2019 - 90 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity	Award Title	Award Organizer
Vietnam	Silver - Young Customer Service Professional of the Year - All Other Industries	Stevie Awards Inc.
	Silver - Customer Service Development Manager	
	Silver - Customer Service Leader of the Year	
	Silver - Woman of the Year in Customer Service	
	Silver - Customer Service Team of the Year - Recovery Situation - All Other Industries	
	Silver 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 of the Year (Up to 100 Seats) - All Other Industries	
	Silver - Customer Service Management Team of the Year	
	Bronze - Award for Innovation in Customer Service - All Other Industries	
	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	
	Stevie AP - Innovation in Customer Service Management, Planning & Practice	
	Stevie AP - Innovative Use of Technology in Customer Service	
	Executive Team of the Year	Best in Biz

FY 2019 - 7 CS AWARDS IN CHINA

Country/Entity	Award Title	Award Organizer
China	Contact Center of the Year (Logistics – Under 1000 Seats)	APCSC (Asia Pacific Customer Service Consortium)
	Customer Satisfaction Quality System of the Year (Logistics – China)	
	Employee Engagement Program of the Year (Logistics – China)	
	Online Customer Service of the Year (Logistics – China)	
	10th Consecutive Years of Participation (2009-2019)	
	Customer Service Professional of the Year (Service Center)	
	Project Manager of the Year (Logistic)	

FY 2019 - 29 CS AWARDS IN EUROPE

Country/Entity	Award Title	Award Organizer
Belgium	Recognition award from the Contact Center Forum Association	Contact Center Forum Association Belgium
Bulgaria	Gold - Customer Service Team of the Year - Recovery Situation - All Other Industries	Stevie Awards Inc.
	Bronze - Best Customer Feedback Strategy	
Finland	Supplier Award 2019 - Services Supplier of the Year	Vaisala Corporation
France	Customer Service of the Year 2019	WISEO CONSEIL
Germany	Gold Winner - Service Team of the Year	Stevie Awards Inc.
	TOP SERVICE Deutschland 2019	Service Rating GmbH & Handelsblatt
	Best On Time Performance and Visibility Award	Applied Materials
	Best Contact Centre Inhouse midsize – Contact Centre World EMEA	Contact Center World.com
	Best Contact Centre Manager - Contact Centre World EMEA Silver Award	
Italy	Award for Customer Service Innovation - Community Program	Club CMMC - Customer Management Multimedia Competence
Kazakhstan	The Best Kazakhstan Contact Center in 2019	National Rating "Star of Quality"

FY 2019 - 29 CS AWARDS IN EUROPE

Country/Entity	Award Title	Award Organizer
Netherlands	Winner - National Contact Center Test	National Contact Center Federation NL
	Bronze - Award for Innovation in Customer Service - Other Service Industries	Stevie Awards Inc.
Norway	Customer Service Award of the Year – Transport and Logistics	SeeYou Norway
Poland	Bronze - Business Development Achievement of the Year - Technology Industries	Stevie Awards Inc.
Portugal	Best Contact Center Awards - Inhouse Team	APCC
	Best Contact Center Awards - Transport and Logistic	
Romania	Best Internal Contact Center Small Award 2019	Romanian Contact Center Awards
Russia	Gold - Best Customer Experience Award - Transport & Logistic Industry (B2B sector)	National Customer Experience Forum
	Silver - Best Employee Engagement Practice Award	National Customer Experience Forum
	Chrystal Headset Award - Voice of the employee	National Call Center Association
Serbia	Excellence in Customer Service of the year	Transport & Logistics of SEE and Danube Region Conference
Spain	Best Customer Service - International Transport	Sotto Tempo

FY 2019 - 29 CS AWARDS IN EUROPE

Country/Entity	Award Title	Award Organizer
Turkey	2019 Best Team Leader Award	IMI Conferences
	2019 Best Customer Experience Award	
	2019 Best Performance Management Award	
	2019 Best Customer Service Award	
United Kingdom	Sales & Customer Service Awards - Best Use of Technology in Customer Service - Other Service Industries	Stevie Awards Inc.

FY 2019 - 21 CS AWARDS IN MIDDLE EAST NORTH AFRICA

Country/Entity	Award Title	Award Organizer	
Algeria	Bronze - Customer Service Success - Other Service Industries	Stevie Awards Inc.	
Bahrain	Silver - Front-Line Customer Service Success - Other Service Industries		
Egypt	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation		
Jordan	Bronze - Customer Service Management Team of the Year		
Kuwait	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation		
	Bronze - Customer Service Team of the Year - Transportation		
Lebanon	Gold - Back-Office Customer Service Professional of the Year - Other Service Industries		
	Gold - Young Customer Service Professional of the Year - Other Service Industries		
Morocco	Silver - Award for Innovation in Customer Service - Other Service Industries		
	Bronze - Customer Service Department of the Year - Transportation		
	Award of Excellence For The Contact Center For The Moroccan Market		SICCAM
Oman	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation		Stevie Awards Inc.
	Bronze - Customer Service Department of the Year - Transportation		

FY 2019 - 21 CS AWARDS IN MIDDLE EAST NORTH AFRICA

Country/Entity	Award Title	Award Organizer
Qatar	Gold - Customer Service Team of the Year - Transportation	Stevie Awards Inc.
Saudi Arabia	Silver - Customer Service Team of the Year - Transportation	
		Silver - Best Customer Satisfaction Strategy of the Year
Syria	Bronze - Customer Service Department of the Year - Transportation	Stevie Awards Inc.
U.A.E	1 st Place - Best Customer Experience Measurement of the Year	Gulf Customer Experience Award
	2 nd Place - Best Customer Experience Team of the Year	
Yemen	Silver - Customer Service Leader of the Year	Stevie Awards Inc.
Regional CS	Bronze - Customer Service Department of the Year - Transportation	

FY 2019 - 36 CS AWARDS IN SUB-SAHARAN AFRICA

Country/Entity	Award Title	Award Organizer
Cameroon	Best Customer Service at the "CORPORATE AWARDS 2019"	Corporate Awards
	Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
	Silver - Customer Service Department of the Year – Transportation	
Congo DRC	Front-Line Customer Service Team of the Year - All Other Industries	
	Customer Service Manager of the Year	
Congo, Republic Of	Silver - Customer Service Executive of the Year	
	Bronze - Customer Service Team of the Year - Transportation	
Cote d'Ivoire	Contact Centre Manager of the Year	
	Silver - Customer Service Department of the Year - Transportation	
	Bronze - Customer Service Executive of the Year	
	Best Customer Service of the Year	
Ghana	Contact Centre Leader of the Year	Stevie Awards Inc.
	Best Customer Service Excellence Award of the Year	Ghana Logistics & Transport Awards

FY 2019 - 36 CS AWARDS IN SUB-SAHARAN AFRICA

Country/Entity	Award Title	Award Organizer
Kenya	Front-Line Customer Service Team of the Year - All Other Industries	Stevie Awards Inc.
	Young Customer Service Professional of the Year - All Other Industries	
	Silver - Customer Service Executive of the Year	
	Silver - Customer Service Team of the Year - Transportation	
Mauritius	Bronze - Customer Service Department of the Year - Transportation	Chartered Institute of Customer Management
Malawi	Silver - Customer Service Department of the Year - Transportation	
	Service Excellence Awards - Postal Courier Service sector 2019	
Namibia	Customer Service Personality of the year	
Rwanda	Front-Line Customer Service Team of the Year - All Other Industries	Stevie Awards Inc.
	Bronze - Customer Service Department of the Year - Transportation	
South Africa	Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
	Customer Service Leader of the Year	
	Back-Office Customer Service Professional of the Year - Other Service Industries	
	Front-Line Customer Service Professional of the Year - All Other Industries	
	Bronze - Customer Service Team of the Year - Transportation	

FY 2019 - 36 CS AWARDS IN SUB-SAHARAN AFRICA

Country/Entity	Award Title	Award Organizer
Tanzania	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
Uganda	Bronze - Customer Service Department of the Year – Airlines, Distribution & Transportation	
Zambia	Bronze - Customer Service Leader of the Year	
	Young Customer Service Professional of the Year - Business Services Industries	Chartered Institute of Customer Services
	The Best in Class Customer Service Centre	
Zimbabwe	Bronze - Customer Service Manager of the Year - Transportation	Stevie Awards Inc.
	Top 10 rated companies in the National Customer Service Index	Chartered Institute of Customer Management (CICM)
	Winner of the 8th edition of the Service Excellence Awards - Overall	Contact Centre Association of Zimbabwe