

# CUSTOMER SERVICE EXTERNAL AWARDS

FY 2021

**Global Customer Service**

**DHL EXPRESS**



# FY 2021 - 26 CS AWARDS IN AMERICAS

Country/Entity	Award Title	Award Organizer
Argentina	Bronze - Contact Centre of the Year (Over 100 Seats) - All Other Industries	Stevie Awards Inc.
	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	
Brazil	Gold - Business Development Achievement of the Year - Transportation Industries	Consumidor Moderno Magazine
	Winner of Excellence in Customer Services - Logistics Category	
Chile	Silver - Most Valuable Response by a Customer Service Team (COVID-19 Response)	Stevie Awards Inc.
Colombia	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	
Costa Rica	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	
Ecuador	Gold - Customer Service Complaints Team of the Year - All Other Industries	
	Gold - Contact Centre of the Year (Up to 100 Seats) - All Other Industries	
Guatemala	Gold - Customer Service Department of the Year - Airlines, Distribution & Transportation	
Honduras	Silver - Most Valuable Response by a Customer Service Team (COVID-19 Response)	
Jamaica	Bronze - Achievement in Customer Satisfaction	
Mexico	Bronze - IVR or Web Service Solution – New Version	
	Bronze - Front-Line Customer Service Professional of the Year - Other Service Industries	

# FY 2021 - 26 CS AWARDS IN AMERICAS

Country/Entity	Award Title	Award Organizer
Mexico	Best CS Strategy in COVID-19 “Proactive Notifications”	Institute Mexican Teleservices (IMT)
	Best HR Strategy: “ Escuela de líderes” (CS HR team)	
	Human Talent supervisor "Jessica Marquez"	
	Silver - Young Customer Service Professional of the Year - Other Service Industries	Stevie Awards Inc.
	Bronze - Contact Centre Professional of the Year	
	Bronze - Customer Service Executive of the Year	
	Bronze - Best CS Strategy International Business Bureau	
Panama	Gold - Customer Service Team of the Year - Recovery Situation - Other Service Industries	Stevie Awards Inc.
Peru	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	
Uruguay	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	
U.S.A.	Silver - Award for Innovation in Customer Service - Other Service Industries	
Venezuela	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	

# FY 2021 - 80 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity	Award Title	Award Organizer
Australia	ABA100 Winner for Service Excellence [CSX]	Australian Business Awards 2021
Bangladesh	Customer Service Team of the Year –Silver	Stevie Awards Inc.
	Customer Service Executive of the Year – Silver	
Hong Kong	Winner - CXP Best Customer Experience Awards 2021	Customer Experience Asia
	Gold - Mystery Caller Assessment Award	Asia Pacific Customer Service Consortium (APCSC)
	Customer Service Manager of the Year (Contact Center)	
	Customer Service Supervisor of the Year (Contact Center)	
	Customer Service Professional of the Year (Contact Center)	
	Customer Service Professional of the Year (Contact Center)	
	Customer Service Professional of the Year (Contact Center)	
	Contact Center of the Year (Logistics – Under 300 Seats)	
	People Development Program of the Year (Logistics)	
	Global Support Services of the Year (Logistics)	
Best Customer Experience Management of the Year (Logistics)		

# FY 2021 - 80 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity	Award Title	Award Organizer
Indonesia	Gold - Customer Service Training Team of the Year - External - All Other Industries	Stevie Awards Inc.
	Best Email Centre	Centre for Customer Satisfaction & Loyalty and Service Excellence magazine
	Contact Centre Service Excellence Award (CCSEA)	
	Gold for The Best Technology Innovation	
	Bronze for The Best Inbound Agent	Indonesia Contact Center Association
	Silver for The Best English Agent	
	Gold for The Best Inbound Agent	
	Gold for The Best Premium Agent	
	Platinum for The Best Back Office	
	Platinum for The Best English Agent	
India	Gold - Customer Service Complaints Team of the Year - Other Service Industries	Stevie Awards Inc.
	Bronze - Award for Innovation in Customer Service - All Other Industries	
	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	

# FY 2021 - 80 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity	Award Title	Award Organizer
Japan	2021 Customer Support Award	Japan Institute of Information Technology
	Customer Support Professional 100 People	
	Leader of the Year 2021	CC-Award JP
Korea, Republic Of	2021 National Best Call Center	Korea Management Association Consulting (KMAC)
Malaysia	Best Digital Innovation Award	Contact Centre Association of Malaysia (CCAM)
	Best Recruitment & Retention Award	
	Best Social Media Experience Award	CX Asia Excellence Awards
	Best Employee Engagement Award	
	Best Contact Centre Award	
	Platinum - Best Contact Center Operations	Contact Centre Associations Asia Pacific (APAC)
New Zealand	Supreme Diamond Award	CRM Consulting Ltd
	Industry Sector Award - Transportation Services	

# FY 2021 - 80 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity	Award Title	Award Organizer
Pakistan	Best in Customer Service (In-house)	Contact Center World
	Best Contact Center (In-house)	
Philippines	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
Singapore	Customer Service Center of the Year (Logistics)	Asia Pacific Customer Service Consortium (APCSC)
	Contact Center of the Year (Logistics – Under 100 Seats)	
	Customer Loyalty Program of the Year (Logistics)	
	Customer Satisfaction Quality System of the Year (Logistics)	
	Employee Engagement Program of the Year (Logistics)	
	Customer Experience (CX) Contact Centre Award	Contact Centre Association of Singapore (CCAS)
	Best In-House Contact Centre (Between 20 to 100 Seats)	
	Contact Centre Team Leader of the Year (Under 20 Seats)	
	Best Customer Service Professional of the Year (Under 20 Seats)	
	Best Customer Service Professional of the Year (Between 20 to 100 Seats)	
Best Contact Centre Manager of the Year (Under 20 Seats)		

# FY 2021 - 80 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity	Award Title	Award Organizer
Sri Lanka	Bronze Asia-Pacific Stevie Award - Innovative Achievement in Customer Satisfaction	Stevie Awards Inc.
Taiwan	Best of Customer Service Company Award	Taiwan Contact Center Development Association (TCCDA)
	Best of Customer Service Team Award	
	Best of Customer Service Supervisor Of The Year	
	Best of Customer Service Star Of The Year	
	Best of Customer Service Star Of The Year	
	Best of Customer Service Experience Company	Greater China Contact Centre Alliance
Thailand	Gold - Best Customer Satisfaction	Thailand Contact Center Trade Association
	Gold - Best Work Flow	
	Gold - Best Effective Software	
	Silver - Best Facilities Contact Center	
	Silver - Best Human Care Contact Center	
	Silver - Best Effective Technology	
	Bronze - Best Professional Management Contact Center	



# FY 2021 - 80 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity	Award Title	Award Organizer
Thailand	Best Contact Center of the Year 2021	Thailand Contact Center Trade Association
	Special Recognition for the covid'19 volunteer project	
	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
	Gold - Customer Experience	Contact Centre Associations Asia Pacific
Vietnam	Silver - Customer Service Team of the Year - Recovery Situation - All Other Industries	Stevie Awards Inc.
	Silver - Front-Line Customer Service Team of the Year - All Other Industries	
	Gold - Back-Office Customer Service Team of the Year - All Other Industries	
	Bronze - Contact Centre of the Year (Up to 100 Seats) - All Other Industries	
	Silver - Customer Service Management Team of the Year	
	Silver - Award for Innovation in Customer Service - All Other Industries	
	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	
	Silver - Young Customer Service Professional of the Year - All Other Industries	
	Bronze - Most Valuable Response by a Customer Service Team (COVID-19 Response)	

# FY 2021 - 4 CS AWARDS IN CHINA

Country/Entity	Award Title	Award Organizer
China	Contact Center of the Year (Logistics – Under 1000 Seats)	Asia Pacific Customer Service Consortium (APCSC)
	Customer Experience Center of the Year (Logistics)	
	Best Use of Knowledge Management of the Year (Logistics)	
	China Best Contact Center of the Year	CCCS-Customer Contact Center Standard Committee

# FY 2021 - 11 CS AWARDS IN EUROPE

Country/Entity	Award Title	Award Organizer
Austria	Top Service Austria Award 2020	Top Service Österreich
Greece	Bronze - Best Large Call Center of the Year	CRM Grand Prix Customer Service Awards
Israel	Service as a strategic partner	Israeli Management Center
	Service during Covid 19 period	
Italy	Remote Working Support Award	Club CMMC - Customer Management Multimedia Competence
Netherlands	Silver - Most Valuable Response by a Customer Service Team (COVID-19 Response)	Stevie Awards Inc.
Norway	Best Call Center Award - Transportation and Logistics	Norway Customer Service Awards
Portugal	Gold - APCC Best Award (Logistics and Distribution)	Association of Portugal Contact Centre
Romania	Bronze - Customer Service Team of the Year - Recovery Situation - Other Service Industries	Stevie Awards Inc.
Spain	El Elegido Servicio al Cliente 2022 "International Transport"	Sotto Tempo
Switzerland	Bronze - Customer Service Department of the Year	Stevie Awards Inc.

# FY 2021 - 19 CS AWARDS IN MIDDLE EAST NORTH AFRICA

Country/Entity	Award Title	Award Organizer
Bahrain	Silver - Customers at the Heart of Everything – Transportation	Stevie Awards Inc.
	Bronze - Customer Service Department of the Year - All Other Industries	
Egypt	Bronze - Customer Service Department of the Year (IBA)	
Jordan	Bronze MENA Stevie Award - Innovative Use of Technology in Customer Service	
Kuwait	Gold - Customers at the Heart of Everything – Transportation	
Regional CS Team	Silver - CX in Times of Crisis	
Qatar	Bronze MENA Stevie Award - Innovation in Customer Service Management, Planning & Practice - Other Service Industries	
	IBA Gold – Customer Service Team of the Year 2021	
Saudi Arabia	IBA Bronze - Customer Service Department of the Year	

# FY 2021 - 19 CS AWARDS IN MIDDLE EAST NORTH AFRICA

Country/Entity	Award Title	Award Organizer
U.A.E.	Gold - Back-Office Customer Service Professional of the Year - Other Service Industries	Stevie Awards Inc.
	Gold - Young Customer Service Professional of the Year - Other Service Industries	
	Silver - Customer Service Training Professional of the Year	
	Silver - CX Strategy	
	Silver - CX Professional of the Year	
	Gold MENA Stevie Award - Innovative Use of Technology in Customer Service	
	Gold MENA Stevie Award - Innovation in Customer Service Management, Planning & Practice - Other Service Industries	
	Gold MENA Stevie Award - Innovative Achievement in Customer Satisfaction	
	Female Executive Of The Year for Customer Service	
	Female Executive Of The Year for Europe, Middle East & Africa	

# FY 2021 - 18 CS AWARDS IN SUB-SAHARAN AFRICA

Country/Entity	Award Title	Award Organizer
Cameroon	Silver - Customer Service Department of the Year - All Other Industries	Stevie Awards Inc.
	Bronze - Customer Service Team of the Year	
Congo, the Democratic Republic Of	Bronze - Contact Centre Manager of the Year	
	Silver - Customer Service Executive of the Year	
Ghana	Bronze - Woman of the Year in Customer Service	
Kenya	Gold - Best in Customer Service (small contact Centre category) – EMEA	
	Gold - Best Customer Manager (In-house) – EMEA	
Mozambique	PMR Africa Diamond Arrow Award for call centres	PMR Africa
Nigeria	Bronze - Contact Centre Professional of the Year	Stevie Awards Inc.

# FY 2021 - 18 CS AWARDS IN SUB-SAHARAN AFRICA

Country/Entity	Award Title	Award Organizer
South Africa	Bronze - Contact Centre Manager of the Year	Contact Center World
	Customer Service Executive of the Year	
	Gold - Best Operational Manager of the Year	
	Gold - Best Contact Center Leader of the Year	
	Gold - Best Contact Center Analyst of the Year	
	Gold - Best Operational Manager of the Year	
	Winner - Dream Team Award of the Year	
Zimbabwe	Top 10 Rated company Award 2021	Chartered Institute of Customer Management (CICM)
	Winner of Service Excellence Award - Postal and Courier sector	Contact Centre Association of Zimbabwe (CCAZ)