

# CUSTOMER SERVICE EXTERNAL AWARDS

YTD 2022

**Global Customer Service**

**DHL EXPRESS**



# YTD 2022 - 24 CS AWARDS IN AMERICAS (1/2)

Entity Name	Award Title	Award Organizer
Argentina	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
Brazil	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	
	1st Place in Logistics Category - Excellence in Customer Service Experience	Consumidor Moderno Magazine
Chile	Contact Center of the Year (Up to 100 Seats) - All Other Industries	Stevie Awards Inc.
	Customer Service Team of the Year - Recovery Situation - All Other Industries	
Colombia	Bronze - Customer Service Department of the Year	
	The Best team Customer Service, We exist to connect people and improve their lives.	
Ecuador	Silver - Customer Service Complaints Team of the Year - All Other Industries	
	Gold - Contact Center of the Year (Up to 100 Seats) - All Other Industries	
El Salvador	Silver - Incentive, Rewards, or Recognition Provider of the Year	
	Bronze - Best Use of Technology in Customer Service - All Other Industries	
Guatemala	Silver - Most Valuable Response by a Customer Service Team	
Honduras	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	
Mexico	Best HR Strategy: "My carrer path" (CS HR team)	Institute Mexican Teleservices (IMT)

## YTD 2022 - 24 CS AWARDS IN AMERICAS (2/2)

Entity Name	Award Title	Award Organizer
Mexico	Best CX Strategy KAD Digital	Institute Mexican Teleservices (IMT)
	Best CX Strategy "Bajío On demand Service"	
	Best CX Omnichannel Strategy Digital Hub	
	Best Talent of the year manager	
	Best Talent of the year supervisor	
Panama	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
Peru	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	
U.S.A	Bronze - Best Use of Technology in Customer Service - All Other Industries	
	Silver - Customer Service Department of the Year – All Other Industries	
Uruguay	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	

# YTD 2022 - 20 CS AWARDS IN ASIA PACIFIC EXCL. CHINA (1/2)

Entity Name	Award Title	Award Organizer
Bangladesh	Customer Service Complaints Team of the Year	Stevie Awards Inc.
	Front-Line Customer Service Team of the Year.	
	Contact Center of the Year (Up to 100 Seats)	
	Best Customer Feedback Strategy	
	Customer Service Department of the Year	
India	Gold - Customer Service Complaints Team of the Year - Other Service Industries	Korea Management Association Consulting (KMAC)
Indonesia	Bronze - Front-Line Customer Service Professional of the Year - All Other Industries	
	Gold - Best Use of Technology in Customer Service - All Other Industries	
Korea, Republic Of	2022 National Best Call Center	
Philippines	Gold - Customer Service Department of the Year - Airlines, Distribution & Transportation	
Sri Lanka	Bronze - Customer Service Department of the Year	
Thailand	Silver - Most Valuable Response by a Customer Service Team 2022	
	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	
Vietnam	Bronze - Young Customer Service Professional of the Year - All Other Industries	

# YTD 2022 - 20 CS AWARDS IN ASIA PACIFIC EXCL. CHINA (2/2)

Entity Name	Award Title	Award Organizer
Vietnam	Silver - Front-Line Customer Service Team of the Year - All Other Industries	Stevie Awards Inc.
	Silver - Customer Service Management Team of the Year	
	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	
	Gold - Back-Office Customer Service Team of the Year - All Other Industries	
	Gold - Contact Center Manager of the Year	
	Gold - Back-Office Customer Service Professional of the Year - All Other Industries	

# YTD 2022 - 7 CS AWARDS IN EUROPE

Entity Name	Award Title	Award Organizer
Cyprus	Best Customer Experience Initiative or Strategy - Customer Excellence Awards	Boussias
	Best Contact Center - Customer Excellence Awards	
Germany	Team of the Year Customer Service	German Stevie Award
	PEOPLE'S CHOICE STEVIE AWARDS	
Hungary	Client First Award- 1st place at Contact Center Cathegory	ClientFirst Consulting
Israel	Best Service in Logistics Industry	BRAVO
Portugal	Gold Award on APCC Best Awards	APCC

# YTD 2022 - 4 CS AWARDS IN MIDDLE EAST NORTH AFRICA

Entity Name	Award Title	Award Organizer
Jordan	Bronze - Customer Service Employer of the Year	Stevie Awards Inc.
Lebanon	Bronze - Contact Center of the Year (Up to 100 Seats) - Other Service Industries	
U.A.E.	MENA Stevie Award for the Innovative Use of Technology in Customer Service	
	MENA Stevie Award for Innovation in Customer Service Management, Planning & Practice	

# YTD 2022 - 7 CS AWARDS IN SUB-SAHARAN AFRICA

Entity Name	Award Title	Award Organizer
Cote d'Ivoire	Best Customer Service of the Year 2021	Academy of Service Côte d'Ivoire
Mauritius	Bronze - Best Use of Thought Leadership in Customer Service	Stevie Awards Inc.
South Africa	Gold - Front-Line Customer Service Professional of the Year - All Other Industries	
	Bronze - Young Customer Service Professional of the Year - All Other Industries	
	Silver- Contact Center Manager of the Year	
	Bronze - Customer Service Leader of the Year	
Zimbabwe	Winner - Service Excellence Awards - Postal & Courier Services Sector	Contact Centre Association of Zimbabwe (CAZ)