

CUSTOMER SERVICE EXTERNAL AWARDS

FY 2020

Global Customer Service

DHL EXPRESS



FY 2020 - 26 CS AWARDS IN AMERICAS

Country/Entity	Award Title	Award Organizer
Argentina	Gold - Contact Center of the Year (Up to 100 Seats) - All Other Industries	Stevie Awards Inc.
	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	
Brazil	Bronze - Front-Line Customer Service Team of the Year - Other Service Industries	Consumidor Moderno Magazine
	Best Customer Service - Logistics Category	
	Best Company in Customer Satisfaction - Melhores Empresas 2020 MESC	
Chile	Bronze - Customer Service Team of the Year	Stevie Awards Inc.
Colombia	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
Costa Rica	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	
Dominican Republic	Silver - Customer Service Department of the Year – All Other Industries	
Ecuador	Bronze - Contact Center of the Year (Up to 100 Seats) - All Other Industries	
El Salvador	Bronze - Best Use of Customer Insight	
Guatemala	Bronze - Best Use of Technology in Customer Service - Other Service Industries	

FY 2020 - 26 CS AWARDS IN AMERICAS

Country/Entity	Award Title	Award Organizer
Mexico	Bronze - Best Customer Satisfaction Strategy	Stevie Awards Inc.
	Gold - Young Customer Service Professional of the Year - Other Service Industries	
	Silver - Best Customer Engagement Initiative	
	Silver - Customer Service Manager of the Year	
	Best Supervisor of the Year	Institute Mexican Teleservices (IMT)
	Best Manager of the Year	
	Best Technology Strategy of the Year	
	Bronze - Achievement in Human Resources for Customer Service	Stevie Awards Inc.
	Women in Business - Female Executive of the Year	
	Peru	Bronze - 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	
	Bronze - Award for Innovation in Customer Service - Other Service Industries	
	Silver - Award for Innovation in Customer Service - All Other Industries	

FY 2020 - 65 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity	Award Title	Award Organizer
Australia	Winner - Future Leader of the Year	Outstanding Leadership Awards
Bangladesh	Bronze - Front-Line Customer Service Team of the Year - All Other Industries	Stevie Awards Inc.
	Bronze - Contact Center of the Year (Up to 100 Seats) - All Other Industries	
	Gold - Best Customer Feedback Strategy	
	Winner - People's Choice Awards for Favorite Customer Service - Airline / Distribution / Transportation	
	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	
Hong Kong	Global Support Services of the Year 2020 (Logistics)	Asia Pacific Customer Service Consortium (APCSC)
	Contact Centre of the Year 2020 (Logistics – Under 300 Seats)	
	Best Customer Experience Management of the Year 2020 (Logistics)	
	People Development Program of the Year 2020 (Logistics)	
	CS Professional of the Year 2020 (Contact Center)	
	CS Supervisor of the Year 2020 (Contact Center)	
	CS Professional of the Year 2020 (Contact Center) - Merit	

FY 2020 - 65 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity	Award Title	Award Organizer
Hong Kong	Gold - Mystery Caller Assessment Award	Hong Kong Call Center Association (HKCCA)
Indonesia	Contact Center Service Excellence Award	Customer Center for Satisfaction & Loyalty
	Digital Touch Points Customer Engagement Award	Majalah Marketing
	Gold - Best Employee Engagement of the Year	Indonesian Contact Center Association (ICCA)
	Platinum - Best English Agent of the Year	
	Gold - Best of The Best Agent of the Year	
	Silver - Best English Agent of the Year	
	Silver - Best Inbound Agent of the Year	
	Silver - Best Inbound Agent of the Year	
Japan	Leader of the Year 2020	CC-Award JP
Korea	2020 National Best Call Center	Korea Management Association Consulting

FY 2020 - 65 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity	Award Title	Award Organizer
Malaysia	Silver - Best Contact Centre Team Leader (Under 100 seats)	Contact Centre Association of Malaysia (CCAM)
	Silver - Best Contact Centre Team Leader (Under 100 seats)	
	Bronze - Best Contact Centre Team Leader (Under 100 seats)	
	Bronze - Best Contact Centre Workforce Management	
	Bronze - Best Contact Centre Trainer	
	Gold - Best Contact Centre Professional (Under 100 seats)	
	Silver - Best Contact Centre Professional (Under 100 seats)	
	Bronze - Best Contact Centre Support Professional	
	Silver - Best Contact Centre Support Professional	
	Best Employee Engagement Video	
	Silver - Business Continuity Plan Implementation in a Contact Center	
	Gold - Best In House Inbound Contact Centre (Under 100 Seats)	
	Gold - Best Recruitment & Retention Programme	

FY 2020 - 65 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity	Award Title	Award Organizer
Malaysia	Best In Class Contact Centre (under 100 seats) – Silver	CCW Asia Excellence Awards
	Best People & Culture – Gold	
	Most Innovative Contact Centre of the Year – Silver	
	Best Customer Experience award of the Year 2020	Business Media International
	Best Employee Engagement of the Year	CX Asia Excellence Award 2020
New Zealand	Best Contact Center Industry Sector Award - Transportation Services	CRM Consulting Ltd
	Supreme Diamond Award - Best Contact Centre of the Year	
Pakistan	Gold - Best Upselling Campaign of the Year	Contact Center World
	Bronze - Best Operational Manager of the Year	
Philippines	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.

FY 2020 - 65 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity	Award Title	Award Organizer
Taiwan	Best of Customer Service Manager Of The Year	Taiwan Contact Center Development Association (TCCDA)
	Best of Customer Service Star Of The Year	
	Best of Customer Service Supervisor Of The Year	
	Best of Customer Service Management Team	
	Best of Customer Service Experience Company	
	Best of Customer Service Experience Company	Great China Contact Centre Alliance
Thailand	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.

FY 2020 - 65 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity	Award Title	Award Organizer
Vietnam	Gold - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
	Bronze - Customer Service Management Team of the Year	
	Bronze - Contact Center of the Year (Up to 100 Seats) - All Other Industries	
	Silver - Front-Line Customer Service Team of the Year - All Other Industries	
	Bronze - Customer Service Team of the Year - Recovery Situation - All Other Industries	
	Silver - Customer Service Leader of the Year	
	Silver - Contact Center Professional of the Year	
	Gold - Back-Office Customer Service Professional of the Year - All Other Industries	
	Silver - Young Customer Service Professional of the Year - All Other Industries	
	Silver - Award for Innovation in Customer Service - All Other Industries	
Winner - Executive Team of the Year	Best in Biz	

FY 2020 - 6 CS AWARDS IN CHINA

Country/Entity	Award Title	Award Organizer
China	Contact Center of the Year 2020	International CRE Awards
	Customer Relationship Excellence – Outstanding Achievement 2020	
	High Speed Customer Service of the Year 2020	
	Online Customer Service of the Year 2020	
	China Best Technology Practice Award of Contact Centre of the Year 2020	51CallCenter.com
	China Best Contact Center of the Year 2020	Customer Contact Centre Standard (CCCS)

FY 2020 - 17 CS AWARDS IN EUROPE

Country/Entity	Award Title	Award Organizer
Austria	Top Service Austria Award 2020	Top Service Österreich
	Best Contact Center Supervisor of the Year	Contact Center World
Belgium	Bronze - Best Use of Technology in Customer Service - All Other Industries	Stevie Awards Inc.
Germany	Silver - Department of the year in the customer service	
	Silver – Most Valuable Corporate Response	
	Top Service Deutschland 2020	Service Rating
Netherlands	Bronze - Customer Service Training or Coaching Program of the Year - All Other Industries	Stevie Awards Inc.
Norway	Best Call Center Award – Transportation and Logistic	SeeYou
	Norwegian Winner of the Best Management Talent (Transport & Logistics)	Norway Customer Service Awards
Portugal	Gold - APCC Portugal Best Awards (Logistics and Distribution)	Association of Portugal Contact Centre (APCC)
Romania	Bronze - Customer Service Team of the Year - Recovery Situation - All Other Industries	Stevie Awards Inc.

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Country/Entity	Award Title	Award Organizer
Russia	Gold - Best CS Manager of the Year	National Contact Center Association
	Best Customer Service in B2B – Transport and Logistic	Customer Experience World Awards Organization
Switzerland	Contingency COVID19 by Customer Service DHL Express MuttENZ	Stevie Awards Inc.
	Best Contact Center 2020 – Annual Global Top Ranking Performers Awards	Contact Center World
Turkey	Best Mobile Customer Service Agent	Turkey Call Center Awards 2020
United Kingdom	Contact Centre Support Team of the year	Call Centre Management Association UK

FY 2020 - 23 CS AWARDS IN MIDDLE EAST NORTH AFRICA

Country/Entity	Award Title	Award Organizer	
Jordan	Bronze - Innovation in Customer Service Management, Planning & Practice - Other Service Industries	Stevie Awards Inc.	
	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation		
	Silver - Customer Service Team of the Year		
Kuwait	Silver - Employee of the Year - Business - All Other Industry		
	Bronze - Woman of the Year - Business Services		
Lebanon	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation		
Regional CS Team	Women in Business - Female Executive of the Year		
Morocco	Bronze - Best Customer Satisfaction Strategy		SICCAM
	Bronze - Customer Service Team of the Year		
	Best In Class in the "Live Chat" category competition		
Oman	Bronze - Innovation in Customer Service Management, Planning & Practice - Other Service Industries	Stevie Awards Inc.	
Qatar	Silver - Customer Service Team of the Year		

FY 2020 - 23 CS AWARDS IN MIDDLE EAST NORTH AFRICA

Country/Entity	Award Title	Award Organizer
Saudi Arabia	Bronze - Innovation in Customer Service Management, Planning & Practice - Other Service Industries	Stevie Awards Inc.
	Bronze - Customer Service Team of the Year	
U.A.E.	Gold - Female Executive of the Year – Business Products –10 or Less Employees	
	Bronze - Female Executive of the Year – Business Products –11 to 2,500 Employees	
	Gold - Female Executive of the Year – Consumer Services –10 or Less Employees	
	Silver - Female Executive of the Year in Europe, the Middle East & Africa	
	Gold - Innovation in Customer Service Management, Planning & Practice - Other Service Industries	
	Gold - Innovative Use of Technology in Customer Service - Other Service Industries	
	Winner - Best Contact Center Manager	ICMI Awards
Employee Engagement and Happiness	Gulf CX Awards	
CX Team Of The year		

FY 2020 - 25 CS AWARDS IN SUB-SAHARAN AFRICA

Country/Entity	Award Title	Award Organizer
Cote d'Ivoire	Bronze - Contact Center Manager of the Year	Stevie Awards Inc.
	Best Customer Service of the Year	Academy of Service Côte d'Ivoire
Gabon	Bronze - Customer Service Leader of the Year	Stevie Awards Inc.
Ghana	Bronze - Customer Service Manager of the Year	
Kenya	Bronze - Customer Service Team of the Year	
Nigeria	Bronze - Back-Office Customer Service Professional of the Year - Other Service Industries	
Regional CS Team	Bronze - Customer Service Manager of the Year	
Tanzania	Bronze - Customer Service Department of the Year	
Zimbabwe	Overall Winner of Service Excellence Award - Postal and Courier sector	Contact Centre Association of Zimbabwe (CCAZ)
	Overall winner of Service Excellence Award - Best Contact Centre Sector	
South Africa	Gold - Contact Center of the Year (Over 100 Seats) - Business Services Industries	Stevie Awards Inc.
	Bronze - Front-Line Customer Service Team of the Year - All Other Industries	
	Bronze - Contact Center Professional of the Year	

FY 2020 - 25 CS AWARDS IN SUB-SAHARAN AFRICA

Country/Entity	Award Title	Award Organizer
South Africa	Bronze - Contact Center Professional of the Year	Stevie Awards Inc.
	Silver - Front-Line Customer Service Professional of the Year - Business Services Industries	
	Gold - Young Customer Service Professional of the Year - Business Services Industries	
	Bronze - Achievement in Customer Satisfaction	
	Bronze – Customer Service Team of the Year	
	Bronze - Customer Service Executive of the Year	
	Best Analyst of the Year	Contact Center World
	Best Contact Center Operational Manager	
	Quality Auditor of the Year	
	Best Help Desk of the Year	
Best Contact Center Executive of the Year		
Best Dream Team of the Year		