

# 2012 - 20 CS Awards in Americas



Country	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 - The Art of Customer Relations</li> </ul>	
Canada	<ul style="list-style-type: none"> <li>Customer Service Leader of the Year</li> <li>Customer Service Trainer of the Year</li> </ul>	<p><a href="http://www.icsa.on.ca">http://www.icsa.on.ca</a></p>
Colombia	<ul style="list-style-type: none"> <li>Portafolio Awards – Best Customer Service</li> </ul>	
Mexico	<ul style="list-style-type: none"> <li>Best Customer Service Strategy - Gold</li> <li>Best Contact Center Operation – Silver</li> <li>Best Human Talent – Gold</li> <li>Best Human Talent – Silver</li> </ul>	

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Country	Award Achievement	Awarded by
USA	<ul style="list-style-type: none"> <li>▪ CS Customer Contact Center Professional of the Year (Gold)</li> <li>▪ CS Manager of the Year (Silver)</li> <li>▪ Gold Stevie Winner - Customer Service Department of the Year</li> <li>▪ Bronze Stevie Winner – Customer Service Team of the Year</li> </ul>	
	<ul style="list-style-type: none"> <li>▪ Gold Stevie Winner - Customer Service Department of the Year</li> <li>▪ Silver Stevie Winner - Support Staffer of the Year</li> <li>▪ Bronze Stevie Winner - Support Department of the Year</li> <li>▪ Bronze Stevie Winner - Customer Service Team of the Year</li> </ul>	
	<ul style="list-style-type: none"> <li>▪ Gold Winner – Best Contact Center Large (In-House)</li> <li>▪ Silver Winner – Quality Auditor</li> <li>▪ Bronze - Global Best Large Contact Center (In-House)</li> </ul>	

# 2012 - 39 CS Awards in Asia Pacific



Country	Award Achievement	Awarded by
Australia	<ul style="list-style-type: none"> <li>Australian Business Awards for Service Excellence</li> </ul>	
AP RO	<ul style="list-style-type: none"> <li>10 Years Contribution to China Contact Center Award</li> </ul>	
China	<ul style="list-style-type: none"> <li>Contact Center of the Year (under 1000 Seats)</li> <li>Winner (Logistics) – CRM Manager of the Year</li> <li>Winner (Logistics) – Customer Service Team Leader of the Year (Contact Centre)</li> <li>Merit – Customer Service Professional of the Year (Contact Center)</li> </ul>	
	<ul style="list-style-type: none"> <li>China Best Call Centre for 2011-2012</li> <li>China Call Centre of 10 Years Outstanding Achievement</li> <li>China Call Centre Best Manager for 2011-2012</li> <li>China Call Centre Best Agent for 2011-2012</li> <li>10 Years Outstanding Achievement Award</li> </ul>	
	<ul style="list-style-type: none"> <li>Best Contact Centre of the Year</li> </ul>	

# 2012 - 39 CS Awards in Asia Pacific



Country	Award Achievement	Awarded by
Hong Kong	<ul style="list-style-type: none"> <li>Contact Center of the Year (Logistics - Under 300 Seats)</li> <li>Global Support Services of the Year (Logistics)</li> <li>Winner (Logistics) – Customer Service Team Leader of the Year (Contact Centre)</li> <li>Merit – Customer Service Manager 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>Woman Leaders in India Award 2011</li> </ul>	
	<ul style="list-style-type: none"> <li>Quality Excellence Award for Best Customer Service Results</li> </ul>	
Indonesia	<ul style="list-style-type: none"> <li>Call Centre Award 2012 for Good Performance</li> </ul>	
Japan	<ul style="list-style-type: none"> <li>Best Contact Center of The Year 2012</li> </ul>	
	<ul style="list-style-type: none"> <li>The Best Company in People Management</li> </ul>	
Korea	<ul style="list-style-type: none"> <li>2012 National Best Call Center</li> </ul>	

## 2012 - 39 CS Awards in Asia Pacific



Country	Award Achievement	Awarded by
Malaysia	<ul style="list-style-type: none"> <li>Gold – Best In-House Inbound Contact Centre (under 100 seats)</li> <li>Gold – Best Contact Centre Professional (under 100 seats)</li> <li>Silver – Best Contact Centre Professional (under 100 seats)</li> <li>Gold – Best Contact Centre workforce and quality assurance (under 100 seats)</li> <li>Silver – Best Contact Centre Manager (Under 100 seats)</li> </ul>	
New Zealand	<ul style="list-style-type: none"> <li>Contact Centre of the Year 2012 (Courier Services Industry)</li> </ul>	
Singapore	<ul style="list-style-type: none"> <li>Gold - Best CS Professional of the Year</li> <li>Gold - Best CS Supervisor of the Year</li> <li>Silver - Best CS Quality Specialist of the Year</li> <li>Silver - Best CS Trainer of the Year</li> <li>Bronze - Best CS Professional of the Year</li> <li>Bronze - Best CS Manager of the Year</li> </ul>	
Taiwan	<ul style="list-style-type: none"> <li>Contact Center of the Year (Logistics - Under 100 Seats)</li> <li>Winner (Logistics) – Customer Service Manager of the Year (Contact Center)</li> <li>Merit – Customer Service Team Leader of the Year (Contact Center)</li> <li>Merit – Customer Service Professional of the Year (Contact Center)</li> </ul>	

# 2012 - 18 CS Awards in Europe



Country	Award Achievement	Awarded by
Belgium	<ul style="list-style-type: none"> <li>2<sup>nd</sup> Place - Business Enhancement CAVIAR</li> </ul>	
Finland	<ul style="list-style-type: none"> <li>Best Customer Service of The Year 2012 (&lt;100 FTE)</li> </ul>	
Ireland	<ul style="list-style-type: none"> <li>Best Customer Service Delivery award</li> </ul>	
Portugal	<ul style="list-style-type: none"> <li>Best National Contact Center 2012</li> </ul>	
	<ul style="list-style-type: none"> <li>Seal of Excellence</li> </ul>	
	<ul style="list-style-type: none"> <li>Best Portuguese attendance by Phone award</li> <li>Best Portuguese Contact Center in global Channels</li> </ul>	
Romania	<ul style="list-style-type: none"> <li>Best Contact Center Awards 2012</li> </ul>	

# 2012 - 18 CS Awards in Europe



Country	Award Achievement	Awarded by
Russia	<ul style="list-style-type: none"> <li>European Contact Center of Distinction Award</li> </ul>	
	<ul style="list-style-type: none"> <li>Call Centre award for Best Training Program</li> </ul>	
	<ul style="list-style-type: none"> <li>Customer Service Operational Manager of the Year</li> </ul>	
Serbia	<ul style="list-style-type: none"> <li>The Best Contact Center in 2011</li> </ul>	
Sweden	<ul style="list-style-type: none"> <li>Swedish Contact Centre Championship (B2B)</li> </ul>	
Turkey	<ul style="list-style-type: none"> <li>Golden Medal - Best Contact Center (Mid-Sized) in EU and EEMEA Region</li> <li>Silver Medal - Best in Customer Service in EU and EEMEA Region</li> <li>Gold – Global Best Mid-Sized Contact Center (In-House)</li> </ul>	
Ukraine	<ul style="list-style-type: none"> <li>Call Centre award for Social Responsibility</li> </ul>	
UK	<ul style="list-style-type: none"> <li>Highly Recommended Team Manager</li> </ul>	

## 2012 - 1 CS Award in SSA/MENA



Country	Award Achievement	Awarded by
Qatar	<ul style="list-style-type: none"><li data-bbox="488 422 1518 459">▪ Best Call Centre of the Year award for Middle East (&lt;31 seats category)</li></ul>	