








2013 - 18 CS Awards in Americas



Ctry / Area	Award Achievement	Awarded by
Brazil	<ul style="list-style-type: none"> Excellence in Contact Center 	
	<ul style="list-style-type: none"> BRONZE XIII PrêmioABT Award - Human Resources with the career plan 	
Canada	<ul style="list-style-type: none"> Platinum - Customer Service Leader of the Year Gold - Customer Service Coach of the Year Silver - Customer Service Admin Support of the Year Silver - Customer Service Trainer of the Year 	
Costa Rica	<ul style="list-style-type: none"> Customer Service Department of the Year - Airlines, Distribution & Transportation (Bronze) 	
Mexico	<ul style="list-style-type: none"> Young CS Professional of the Year (Bronze) Contact Center Professional of the Year (Bronze) 	
	<ul style="list-style-type: none"> International Assistance Bureau – Best Service Strategy International Assistance Bureau - Best Human Talent 	
	<ul style="list-style-type: none"> Best Customer Service Strategy within the Organization 	

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Ctry / Area	Award Achievement	Awarded by
U.S.A	<ul style="list-style-type: none"> ▪ Bronze Stevie Winner - Customer Service Department of the Year ▪ Bronze Stevie Winner – Customer Service Team of the Year ▪ Silver Stevie Winner - Support Staffer of the Year 	 THE AMERICAN BUSINESS AWARDS™
	<ul style="list-style-type: none"> ▪ Bronze Stevie Winner – Customer Service Department of the Year (KAD) 	 THE INTERNATIONAL BUSINESS AWARDS™
Peru	<ul style="list-style-type: none"> ▪ Bronze Stevie Winner – Customer Service Team of the Year (Transportation) 	 THE INTERNATIONAL BUSINESS AWARDS™
Venezuela	<ul style="list-style-type: none"> ▪ Bronze Stevie Winner – Customer Service Department of the Year 	 THE INTERNATIONAL BUSINESS AWARDS™

2013 - 58 CS Awards in Asia Pacific



Ctry / Area	Award Achievement	Awarded by
Australia	<ul style="list-style-type: none"> Contact Centre of the year for 81 – 150 FTE’s Queensland Australian National Call Centre of the Year 	
China	<ul style="list-style-type: none"> China Best Call Center of the Year (2012-2013) China Best Revenue Generation of the Year (2012-2013) China Call Centre Outstanding Achievement 2012 – 2013 Best Manager of China Call Centre for 2012 – 2013 Best Agent of China Call Centre for 2012 -2013 (Miao LI) Best Agent of China Call Centre for 2012 -2013 (YiRen HE) Best Agent of China Call Centre for 2012 -2013 (YuQi WEN) 	
	<ul style="list-style-type: none"> 2013 China Best Customer Service 	
	<ul style="list-style-type: none"> Best Customer Contact Center of the Y2013 Best Customer Contact Center Manager of the Y2013 	
	<ul style="list-style-type: none"> Customer Service Contact Center of the Year (under 1000 Seats) Customer Satisfaction Quality System of the Year Winner (Logistics) – CRM Manager of the Year Winner (Logistics) – Customer Service Team Leader of Year Merit – Customer Service Professional of the Year (Contact Centre) 	

2013 - 58 CS Awards in Asia Pacific



Ctry / Area	Award Achievement	Awarded by
Hong Kong	<ul style="list-style-type: none"> ▪ Customer Service Contact Centre of the Year (Logistic – Under 300 seats) ▪ Global Support Service of the Year (Logistic) ▪ Winner (Logistic) – Customer Service Manager of the Year (Contact Centre) ▪ Merit – Customer Service Team Leader of the Year (Contact Centre) ▪ Merit – Customer Service Professional of the Year (Contact Centre) 	
India	<ul style="list-style-type: none"> ▪ Women Leadership & Innovation Award 	
Indonesia	<ul style="list-style-type: none"> ▪ Contact Centre Service Excellence Award 2013 ▪ The 6th Grand Champion 2013 - National Customer Service Championship ▪ Best Customer Service Team Leader - Devi Novianty ▪ Best Customer Service Team Leader - Ahmad Irfan ▪ Best Customer Service Team Leader - Chairun Rezki 	
	<ul style="list-style-type: none"> ▪ Best Contact Center Operations 2013 	
Japan	<ul style="list-style-type: none"> ▪ Best Contact Center of the year 2013 	

2013 - 58 CS Awards in Asia Pacific



Ctry / Area	Award Achievement	Awarded by
Korea	<ul style="list-style-type: none"> 2013 National Best Call Center 	
	<ul style="list-style-type: none"> 2013 Call Center Number One Company 	
Malaysia	<ul style="list-style-type: none"> Gold - Best In-house Inbound Contact Centre Gold - Best Contact Centre Team Leader – Operation (<100 seats) Gold - Best Contact Centre Professional – Non-Operation (<100 seats) Gold - Best Contact Centre Manager – Non-Operation (<100 seats) Silver - Best Contact Centre Professional – Operation (<100 seats) Bronze - Best Contact Centre Team Leader – Operation (<100 seats) 	
New Zealand	<ul style="list-style-type: none"> Main freight Employer of Choice Austin's Excellence in Customer Engagement 	
Singapore	<ul style="list-style-type: none"> Best Contact Centre of the Year (under 100 seats) Best Contact Centre Technology of the Year Best CS Quality System/Process 	











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Ctry / Area	Award Achievement	Awarded by
Singapore	<ul style="list-style-type: none"> ▪ Best Contact Centre – Bronze ▪ Best Customer Loyalty Program – Silver ▪ Best Trainer – Bronze 	 <p>CONTACT CENTER WORLD The Global Association for Contact Center Best Practices & Networking www.ContactCenterWorld.com</p>
	<ul style="list-style-type: none"> ▪ Best CS Professional of the Year ▪ Best CS Team Leader of the Year ▪ Best Contact Centre of the Year (Corporate) 	 <p>CCAS Contact Centre Association of Singapore</p>
Taiwan	<ul style="list-style-type: none"> ▪ Contact Center of the Year (Logistics – Under 50 Seats) ▪ Winner (Logistics) – CRM Manager of the Year ▪ Winner (Logistics) – Customer Service Team Leader of the Year (Contact Center) ▪ Merit – Customer Service Professional of the Year (Contact Center) 	 <p>CSC Awards Customer Relationship Excellence Awards</p>
Taiwan	<ul style="list-style-type: none"> ▪ Best Customer Contact Center of the Y2013 ▪ Best Customer Contact Center Manager of the Y2013 	 <p>51 callcenter www.51callcenter.com</p>
Thailand	<ul style="list-style-type: none"> ▪ Best Overall Contact Centre Award ▪ The Most Customer Centric Call Centre Award ▪ Best Call Centre Manager of the Year 	 <p>TDMA THAI DIRECT MARKETER ASSOCIATION</p>


2013 - 18 CS Awards in Europe



Ctry / Area	Award Achievement	Awarded by
Austria	<ul style="list-style-type: none"> Austria's most customer oriented service 2013 – 2nd Place 	 <p>Wettbewerb Deutschlands kundenorientierteste Dienstleister 2013</p>
Belgium	<ul style="list-style-type: none"> 2nd Place – Caviars CS awards for in-house call center of the Year 	 <p>CAVIARS Contactcentres with a sparkle</p>
DHL Express Europe	<ul style="list-style-type: none"> Self Service Technology IVR – Achieves (Bronze) 	 <p>CONTACT CENTER WORLD The Global Association for Contact Center Best Practices & Networking www.ContactCenterWorld.com</p>
France	<ul style="list-style-type: none"> Gold - French Customer Service of the Year 2013 (Transport and Logistic) 	 <p>ELU SERVICE CLIENT OF THE YEAR 2013</p>
Germany	<ul style="list-style-type: none"> EMS Customer Care Award 	  <p>EMS  UNIVERSAL POSTAL UNION</p>
Norway	<ul style="list-style-type: none"> Best customer service in package transportation 	 <p>IAPR </p>
Ireland	<ul style="list-style-type: none"> Customer Service Excellence Award 	 <p>fleet TRANSPORT</p>








2013 - 18 CS Awards in Europe



Ctry / Area	Award Achievement	Awarded by
Portugal	<ul style="list-style-type: none"> Gold - Best National Contact Center 2013 (Logistics and Distribution) Silver - Best National Contact Center 2013 (Logistics and Distribution) 	 <p>apcc associação portuguesa de contact centers</p>
	<ul style="list-style-type: none"> Best Customer Service Mid-Size – Achieves (Gold) Best Contact Centre Mid-Size – Achieves (Silver) 	 <p>CONTACT CENTER WORLD The Global Association for Contact Center Best Practices & Networking www.ContactCenterWorld.com</p>
	<ul style="list-style-type: none"> Personality of the Year Award 	 <p>TROFÉU CALL CENTER 2013</p>
Romania	<ul style="list-style-type: none"> Best Training Program in Customer Service 	 <p>contact center awards</p>
Switzerland	<ul style="list-style-type: none"> Leadership Strategies in Contact Centres – Achieves (Silver) Best Contact Centre Mid-Size – Achieves (Runners Up) 	 <p>CONTACT CENTER WORLD The Global Association for Contact Center Best Practices & Networking www.ContactCenterWorld.com</p>
Ukraine	<ul style="list-style-type: none"> Best strategy to manage customer experience / Voice of the customer 	 <p>call center guru</p>
UK	<ul style="list-style-type: none"> UK Call Centre Manager of the Year – Silver 	 <p>call centre management association</p>
	<ul style="list-style-type: none"> Best Customer Service Large-Sized – Achieves (Silver) 	 <p>CONTACT CENTER WORLD The Global Association for Contact Center Best Practices & Networking www.ContactCenterWorld.com</p>


2013 - 10 CS Awards in SSA/MENA



Ctry / Area	Award Achievement	Awarded by
Jordan	<ul style="list-style-type: none"> ▪ Bronze Stevie - Female Executive of the Year in Europe, the Middle East & Africa 	 THE STEVIE® AWARDS FOR WOMEN IN BUSINESS
Oman	<ul style="list-style-type: none"> ▪ Best Call Center Award 2013 	 2nd OMAN CUSTOMER SERVICE EXCELLENCE AWARDS 2013 <small>RECOGNISING CUSTOMER SERVICE EXCELLENCE!</small>
Qatar	<ul style="list-style-type: none"> ▪ Best Customer Service in EMEA 2013 (<50 Seats) ▪ Best Call Center in EMEA 2013 (<50 Seats) 	 CONTACT CENTER WORLD <small>The Global Association for Contact Center Best Practices & Networking www.ContactCenterWorld.com</small>
Saudi Arabia	<ul style="list-style-type: none"> ▪ Gold Stevie Winner: Customer Service Department of the Year – Transportation ▪ Gold Stevie Winner: Customer Service Team of the Year – Transportation ▪ Management Team of the Year – More Than 10 Employees (Global) 	 THE INTERNATIONAL BUSINESS AWARDSSM  THE STEVIE® AWARDS FOR WOMEN IN BUSINESS
South Africa	<ul style="list-style-type: none"> ▪ Contact Center of the Year (Up to 100 Seats) (Silver) ▪ Customer Service Complaints Team of the Year (Bronze) 	 THE STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE
Zambia	<ul style="list-style-type: none"> ▪ Best Customer Services Organization of the Year 2013 – Non Financial Services 	 ZIM <small>Marketing - The Key to Prosperity</small>

2013 - 2 CS Awards in Global Head Office



Ctry / Area	Award Achievement	Awarded by
DHL Express Global	<ul style="list-style-type: none"> Customer Service Training International Award 	
DHL Express Global	<ul style="list-style-type: none"> SILVER - Best Customer Service Program of the Year for CIS Customer Services 	