

DRIVING EXCELLENCE FORWARD

Irish Contact Centre & Shared Services



2008
BOOK OF THE NIGHT



Welcome to the 13th Irish Contact Centre Awards !



This is the third year that the Irish Contact Centre Awards have been organised wholly by the Contact Centre Managers Association (CCMA). We are delighted to be able to run these prestigious industry awards once again – celebrating the highest standards and excellence that have become synonymous with our industry. The Awards are an annual event – providing all Contact Centres, Help-Desks and Customer Service Organisations with the opportunity to receive recognition for delivering excellence in this challenging customer led industry.

CCMA is delighted to announce a significant increase in the number of submissions to this year's Awards. Judges reported over 30% new companies entering the annual awards - with Best Customer Services Delivery, Best Training Programme and Best Small or Growing Contact or Shared Services Centre among the most hotly contested categories. The decision to extend the remit of the Awards to include Shared Services Centre of the Year clearly proved to be a popular move with companies giving detail on the range of centralised services now being offered! Once again - the feedback from the judges is very positive. The standard of submissions was excellent and companies paid heed to the advice on the "Chat with the Judges Call" and observed closely the criterion stipulated in the Application Packs. We were also especially delighted that entries once again came from indigenous, multinationals and international companies; and from multiple industry sectors – financial services, health, telco, high tech, travel and leisure. It was also encouraging to see the Awards continue to attract entries from every corner of the island of Ireland.

My thanks go to the team of judges for their time and dedication in assessing the submissions and to all entrants and sponsors – whose continued support makes this event possible. I would especially like to thank IT Solutions and their technology partners for taking up the mantle of Gold Sponsor for a third consecutive year. I would like to acknowledge my fellow CCMA Board members for their dedication and hard work in making the event a success, in particular Dorothy O'Byrne who has worked tirelessly on every detail to ensure the evening is a memorable event.

Finally, I warmly congratulate all the winners and shortlisted companies.

Annette Hickey

Chair Person CCMA

The CCMA (Contact Centre Managers' Association) was established in October 1999, with the main purpose being:

- to provide contact centre managers with professional representation in the media, when articles and discussions are drawn up
- to develop a system of benchmarking and agree standards for courses and training available to the contact centre industry and to inform contact centre managers on current and emerging technology and trends

- to oversee and create awareness of all relevant legislation introduced for the industry at local and European level

CCMA now represents over 290 contact centre managers and leaders. If you have yet to join the association, please contact us at: info@ccma.ie or visit our website at: www.ccma.ie



BEST TRAINING PROGRAMME

WINNER

**Chorus NTL,
a UPC Company**



In 2006 Chorus and NTL joined forces to become one company, Chorus NTL, a UPC Company. In order to meet the current and future needs of their combined customer base, Chorus NTL established a first class broadband and phone Technical Support Desk (TSD) in its Limerick contact centre. The challenge was to deliver a training programme that would up-skill core TV first line agents, to successfully achieve a new technical standard and phone and broadband competence.

In selecting UPC as the winner - the judges cited the complexity of the technical training. The organisation had succeeded in developing a programme that was multi channelled, supported TV, broadband and phone and reached out to a diverse customer base. Added to this multi-faceted training programme was the extra challenge of merging two cultures.

The judges believed that Rigney Dolphin deserved a commendation for delivering a very impressive, thorough and accredited training programme that went from Team Leader right up to senior management.

HIGHLY COMMENDED

Rigney Dolphin

SHORTLISTED

**AOL Broadband
Irish Life & Permanent**

**Chorus NTL, a UPC Company
Rigney Dolphin**