CCMA Ireland wish to congratulate the winners of the 2011 Irish Contact Centre and Shared Services Awards.

2011 Winners

Contact Centre Of the Year 2011 - Bank Of Ireland

Bank Of America	Best Quality Measurement Programme
Bank Of Ireland	Contact Centre Team Leader of the Year
Bord Gáis Energy	Best Sales or Telemarketing Campaign & Credit Management Team of the Year
Dell	Contact Centre Manager of the Year
gem	Outsource Partner Of The Year & Best New Product or Service
paddypower.com	Best Customer Service Delivery & Best Use of Technology
Paypal	Best Training Programme
Plantronics	Contact Centre Supplier of the Year
Sage Ireland	Best Technical Support Centre/Helpdesk
Three	Best Customer Retention Programme
VHI Healthcare	Team Of the Year
Vodafone	Contact Centre Agent of the Year
Xerox	International Shared Services Centre of the Year
Zynga Game Ireland	Best Small or Growing Contact or Shared Services Centre

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