

**CCMA were delighted to virtually host the Irish Customer Contact & Shared Services Awards 2020, and the winners were ...**



**IRISH CUSTOMER CONTACT & SHARED SERVICES AWARDS**

**2020**

**PEOPLE PROMOTING EXCELLENCE**

## 2020 Winners

- Abtran & The Road Safety Authority** **Outsource Partnership Of The Year**
- AIB** **Best Use Of Digital Channels, Team Leader Of The Year**
- Avantcard** **Support Professional Of The Year & Contact Centre Of The Year Medium**
- Dell Technologies** **Best Response To Covid 19 & Contact Centre Of The Year Large**
- DPD Ireland** **Best Response To Covid 19**
- Fidelity International** **Best Response to Covid 19**
- Merlyn** **Team Of The Year**
- New Ireland Assurance** **Customer Service Advisor Of The Year & Contact Centre Of The Year Small**
- PayPal** **Support Team Of The Year & Team Leader Of The Year**
- Permanent Tsb** **Best Training & Development Programme**
- Sun Life** **Shared Services Centre Of The Year & Manager Of The Year**
- Sun Life International** **Best Use Of Technology Strategic Programme**
- Virgin Media** **Best Customer Experience**
- Zevas** **Best Use Of Technology Strategic Programme**

## 2020 sponsors:

**GOLD SPONSOR**



A recording of the awards ceremony can be viewed at [www.ccma.ie/awards](http://www.ccma.ie/awards)



**Business Post**

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