

# Irish Customer Contact and Shared Services Awards 2022



IRISH CUSTOMER CONTACT  
& SHARED SERVICES AWARDS

# 2022

PEOPLE PROMOTING EXCELLENCE

## Application Form



**Deadline for entries 5.00 p.m. Wednesday 14th September 2022**

Irish Customer Contact Centre  
& Shared Services Awards 2022



## Deadline for entries 5.00 p.m. Wednesday 14th September 2022

Please complete this application form with the details required and post to Irish Customer Contact & Shared Services Awards 2022, P. O. Box 1016, An Post Mail Centre, Blessington Road, Naas, Co. Kildare.  
Form can be posted or scanned and sent by email to awards@ccma.ie

Entry fee payment can also be included. Please note completed application form and entry fee must be received before applications can be reviewed by the judging panel.

**Closing date for entries is 5.00 p.m. Wednesday 14th September 2022**

**Please tick the Category / Categories you wish to enter and provide details of wordcount & number of pages in appendices:**

- [1] Best Training & Development Programme 2022**  
Word count contained in submission, excluding appendices. (Note the maximum word count: 2,500)   
Number of pages contained in appendices  
(Note the maximum no. of pages: 5)
- [2] Best Customer Experience 2022**  
Word count contained in submission, excluding appendices. (Note the maximum word count: 2,500)   
Number of pages contained in appendices  
(Note the maximum no. of pages: 5)
- [3] Outsource Partnership of the Year 2022**  
Word count contained in submission, excluding appendices. (Note the maximum word count: 2,500)   
Number of pages contained in appendices  
(Note the maximum no. of pages: 5)
- [4] Best Use of Technology - Transformation Programme 2022**  
Word count contained in submission, excluding appendices. (Note the maximum word count: 2,500)   
Number of pages contained in appendices  
(Note the maximum no. of pages: 5)
- [5] Best Use of Technology Tactical Project 2022**  
Word count contained in submission, excluding appendices. (Note the maximum word count: 2,500)   
Number of pages contained in appendices (Note the maximum no. of pages: 5)

**Your completed Application Form and full payment must be received before your entry is confirmed.**

**Please tick the Category / Categories you wish to enter and provide details of wordcount & number of pages in appendices:**

**[6] Best Use of Digital Channels 2022**  
Word count contained in submission, excluding  
appendices. (Note the maximum word count: 2,500)

Number of pages contained in  
appendices (Note the maximum no. of pages: 5)

**[7] Industry Professional of the Year –  
Customer Service Advisor**  
Word count contained in submission, excluding  
appendices. (Note the maximum word count: 1,500)

Number of pages contained in  
appendices (Note the maximum no. of pages: 5)

**[8] Industry Professional of the Year – Team Leader**  
Word count contained in submission, excluding  
appendices. (Note the maximum word count: 1,500)

Number of pages contained in  
appendices (Note the maximum no. of pages: 5)

**[9] Industry Professional of the Year –  
Support Professional**  
Word count contained in submission, excluding  
appendices. (Note the maximum word count: 1,500)

Number of pages contained in appendices  
(Note the maximum no. of pages: 5)

**[10] Industry Professional of the Year – Manager**  
Word count contained in submission, excluding  
appendices. (Note the maximum word count: 2,500)

Number of pages contained in  
appendices (Note the maximum no. of pages: 5)

**Your completed Application Form and full payment must be received before your entry is confirmed.**

**Please tick the Category / Categories you wish to enter and provide details of wordcount & number of pages in appendices:**

**[11] Team of the Year 2022**  
Word count contained in submission, excluding  
appendices. (Note the maximum word count: 2,500)

Number of pages contained in  
appendices (Note the maximum no. of pages: 5)

**[12] Support Team of the Year 2022**  
Word count contained in submission, excluding  
appendices. (Note the maximum word count: 2,500)

Number of pages contained in  
appendices (Note the maximum no. of pages: 5)

**[13] Shared Services Centre of the Year 2022**  
Word count contained in submission, excluding  
appendices. (Note the maximum word count: 2,500)

Number of pages contained in  
appendices (Note the maximum no. of pages: 5)

**[14] Customer Contact Centre of the Year 2022 - Small**  
Word count contained in submission, excluding  
appendices. (Note the maximum word count: 3,000)

Number of pages contained in  
appendices (Note the maximum no. of pages: 5)

**[15] Customer Contact Centre of the Year  
2022 - Medium**  
Word count contained in submission, excluding  
appendices. (Note the maximum word count: 3,000)

Number of pages contained in  
appendices (Note the maximum no. of pages: 5)

**Your completed Application Form and full payment must be received before your entry is confirmed.**

**Please tick the Category / Categories you wish to enter and provide details of wordcount & number of pages in appendices:**

**[16] Customer Contact Centre of the Year 2022 – Large**

Word count contained in submission, excluding appendices. (Note the maximum word count: 3,000)

Number of pages contained in

appendices (Note the maximum no. of pages: 5)

**[17] Best Employee Engagement**

Word count contained in submission, excluding appendices. (Note the maximum word count: 2,500)

Number of pages contained in

appendices (Note the maximum no. of pages: 5)

**Declaration:**

**I confirm that all the information and data included in this award submission is accurate and truthful.**

**Signature:** \_\_\_\_\_

**Name (In block capitals):** \_\_\_\_\_

**Job Title:** \_\_\_\_\_

**Company Name:** \_\_\_\_\_

### Details of person responsible for entries:

Name (In block capitals): \_\_\_\_\_

Title: \_\_\_\_\_

Company Name: \_\_\_\_\_  
\_\_\_\_\_

Address 1: \_\_\_\_\_

Address 2: \_\_\_\_\_

Address 3: \_\_\_\_\_

Telephone: \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

### Entry fees are as follows:

Cost per category entry is €199 plus VAT at 23%.

Cost for 3 or more category entries are €159 plus VAT at 23% per category entry.

### Please complete and return to:

Irish Customer Contact & Shared Services Awards 2022,

P. O. Box 1016, An Post Mail Centre, Blessington Road, Naas, Co. Kildare.

Number of entries: \_\_\_\_\_ Cost Per entry: \_\_\_\_\_

Total charge: \_\_\_\_\_

### Method of Payment:

1. Credit Card:  Visa  Mastercard

Card Number:

Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

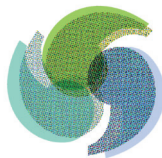
Cardholders name and address (In block Capitals):

\_\_\_\_\_  
\_\_\_\_\_

2. Please issue an invoice

### 2. Cheque:

Please make cheques payable to CCMA Ireland Ltd.



**CCMA**  
Customer Contact  
Management Association

**For more information please contact:**

**E: [dorothy@ccma.ie](mailto:dorothy@ccma.ie) M: 087-2256055 W: [www.ccma.ie](http://www.ccma.ie)**

**Irish Customer Contact & Shared Services Awards 2022, P. O. Box 1016, An Post Mail Centre,  
Blessington Road, Naas, Co. Kildare.**