

IRISH CUSTOMER CONTACT & SHARED SERVICES
AWARDS 2020
HINTS & TIPS

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## **AGENDA**



- Housekeeping
- Why Enter the Awards
- Overview of 17 Awards
- Overview of the Judging Process
- Hints & Tips
- Dates for your Diaries
- Q & A



## HOUSEKEEPING ITEMS

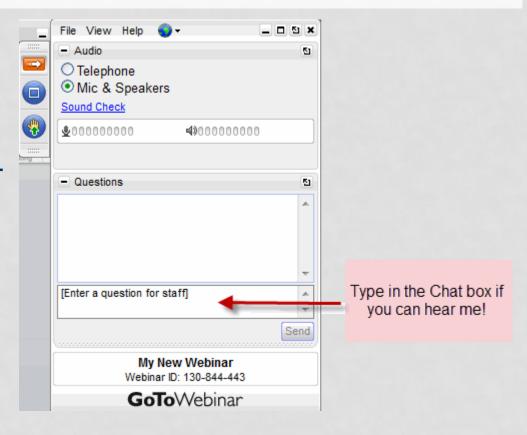
- We will mute everyone for the call
- We will unmute everyone at the end of the presentation for questions
- If you think of a question during the presentation please enter it in the question/chat box





## HOUSE KEEPING ITEMS

Please type a message in the chat box and let us know if the audio is ok







## Why Enter The Awards?

- Acknowledge and celebrate the highest standards and excellence within Ireland.
- Showcase what is best about the customer contact and shared services organisations operating within Ireland.
- Provide organisations the opportunity to be recognised for their ability to deliver excellence in customer services, sales and technical support.
- Give recognition to key staff and teams.
- Springboard for entering European & Global Awards.
- Entrants are from indigenous, multinational and international companies and public sector; and from multiple industry sectors - financial services, Telco, healthcare, IT, travel, entertainment and leisure.
- Reflect how your organisation has had to re structure to cope with Covid 19.

## **Overview – 17 Categories**

- 17 separate categories recognising key elements of a customer contact and shared services operation namely;
- People
  - ☐ Professional of the Year Customer Service Advisor
  - Professional of the Year Team Leader
  - Professional of the Year Support Professional
  - Professional of the Year Manager
  - Team of the Year
  - Support Team of the Year
- Processes & Channels
  - ☐ Training & Development
  - Use of Technology 2 categories Tactical Project & Strategic programme
  - Use of Digital Channels





## **Overview 17 Categories**

#### Operations

- Shared Services Centre of the Year
- Outsource Partnership of the Year
- Best Customer Experience
- Customer Contact Centre of the Year Small
- Customer Contact Centre of the Year Medium
- Customer Contact Centre of the Year Large
- Best Response to Covid 19





# **Judging Process**

- 12 Judges and Chairperson
  - Judges individually submit scoring matrix in advance of judging day
  - All scoring matrices collated into master for judging day
  - Compile Shortlist & schedule interviews
     & presentations if required, contact entrants.

ludge	1. Best Training Programme	objectives	Measurable Improveme at	n of Compan y Strategy	Future Needs	Alignment with companies vision & values	Link between training & results	Innovati ve learning methods	Additio nel Peints	Deduct ion of Points	Yotal Score	Comments - Additon/Deducti ons	Comment on winner
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	2. Best Customer Services	of Customer Relations hip Managem ont	Targets &	nt manage ment & escalatio n procedur	Quality Monitorin g &	Customer Satisfactio n: Measurem ent, targets			Additio nai	ion of	Total	Comments (Addition Deducti	
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	_	-	,								-4	no team quality	
		- 0	9	0	6	9	9				46	results did not also	
		8	- 7	7	- 7		7				44	service levels	





## **Telephone Interviews**

Telephone Interviews for Individuals short listed in following categories:

- Customer Service Advisor
- Team Leader
- Support Professional

Date for Telephone Interviews to be confirmed most likely to be week commencing 5<sup>th</sup> October.





#### **Presentations**

# Presentations (may be remotely) for Companies short listed in following categories:

- Customer Contact Centre of the Year Small, Medium & Large
- Best Customer Experience
- Contact Centre Manager of the Year
- Outsource Partnership of the Year
- Best Use of Technology Strategic Programme

Presentations will take place week commencing 12th October tbc.





# **Judging Process**

## Judging day:

- Review scoring results
- Discussion on entrants, presentations & Interviews
- Compile shortlist
- Agree winners and highly commended
- All entrants in remaining categories not requiring presentation/interview will be advised w/c 25<sup>th</sup> October





## **Hints & Tips**

- Follow criteria marks awarded against criteria.
- Adhere to word limit.
- Present in a clear and concise format.
- Include pictures show contact centre environment, people, etc.
- Present performance statistics in a graphical format.
- Avoid in-house jargon.
- Highlight the particular features, culture of your operation.
- Highlight relevant trends.





# **Hints & Tips**

- Explain why your operation should be selected, what's different about it.
- In people categories provide overall picture of entrant.
- Review criteria for your chosen categories in advance of the judges call.
- Join the judges call.
- Start working on your submission as early as possible.
- Get someone outside your business to read it to check clarity & understanding.





## Dates for your diary

- Closing Date for Entries 5.00 p.m. Wednesday 2<sup>nd</sup>
   September
- Full Shortlist Announced w/c 25<sup>th</sup> October latest
- Awards Ceremony Saturday 14th November





## **Next Steps**

For Further Information on the awards email: awards@ccma.ie

Thank you for your time!

