

IRISH CUSTOMER CONTACT & SHARED SERVICES AWARDS 2023 HINTS & TIPS

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AGENDA

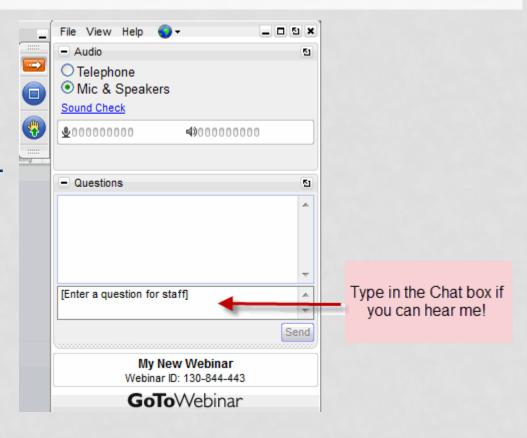


- Why Enter the Awards
- Overview of 17 Awards
- Overview of the Judging Process
- Hints & Tips
- Dates for your Diaries
- Q & A



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 your CX operation.
- 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.
- Have something to celebrate and look forward to!



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 Transformation Programme & Tactical Project
 - Use of Digital Channels





Overview 17 Categories

Operations

- Outsource Partnership of the Year
- Best Customer Experience in Private/Commercial Sector
- Best Customer Experience in Public/Voluntary and Non-Profit Sector
- Customer/Shared Services Centre of the Year Small
- Customer/Shared Services Centre of the Year Medium
- Customer/Shared Services Centre of the Year Large
- Best Employee Engagement





Judging Process

- Panel of 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 | Aims and | Measurable Improveme | n of Compan y Strategy | Future Needs | Alignment with companies vision & values | Link between training & results | Innovati ve Iearning methods | Additio nel Points | Deduct ion of Points | Yotal Score | Comments - Addition/Deducti | Comment on winner |
|-------|---|--|-------------------------|--|--|---|--|---------------------------------------|--------------------------|----------------------------|----------------|---------------------------------------|---|
| _ | | 9 | 9 | 9 | 9 | - 8 | - 6 | 9 | 10 | | 71 | TL & Fao Tests | |
| | | 0 | 0 | 0 | D | | D | 9 | | | 57 | | |
| | | 8 | 8 | 8 | 8 | 8 | 8 | 9 | | | 57 | | |
| | | - 0 | 9 | . 0 | 9 | 7 | . 0 | 7 | | | 56 | | |
| | | | | | | | , | | | , | 54 | | The irroration and planning transforming the training in to reflect a major change in 200s business transformatio model |
| | | - 0 | 9 | - 6 | - 6 | - 0 | - 6 | 7 | | | 54 | | |
| | | 0 | 0 | - 0 | D | 0 | 7 | 7 | | | 54 | | |
| | | 7 | 8 | - 8 | 8 | 8 | 8 | - 6 | | | 53 | | |
| | | 7 | 9 | - 8 | - 8 | 9 | - 8 | 6 | | | 53 | | |
| | _ | 9 | | 6 | | - 7 | | | _ | _ | 52 | | |
| | _ | | - 0 | - 6 | | - | | - 0 | | | - 24 | | |
| | | - 8 | 6 | 8 | 8 | 8 | 7 | 7 | | | 52 | | |
| | | 0 | - 6 | D | D | 0 | 7 | 7 | | | 52 | | |
| | | | | -7 | | | - 6 | 7 | | | 51 | | |
| | _ | 9 | - 4 | - 4 | | - 6 | 8 | 8 | | | 50 | | |
| | | | | | | _ | _ | | | | | | |
| | | | 7 | 7 | 7 | 7 | - 6 | | | | 50 | Great ROI | |
| | | 7 | - 0 | - 7 | -7 | - 4 | - 0 | 6 | | _ | 49 | Orest ROI | |
| | | - 4 | - 4 | - 4 | -4- | - / | 6 | 6 | | _ | 40 | Great in Kinting | |
| | | Overview | | Comptai | | _ | | - | | | - 40 | CHEAL HILIAMOP | |
| ludge | 2. Best Customer Services Delivery | Customer Relations hip Managem ont Strategy | Targets & | manage munt & escalatio n procedur es | Quality Monitorin g & results | Customer Satisfactions: Measurement, targets & Results | Tostimoni als | | Additio nal Points | Deduct ion of Points | Yotal Score | Comments (Addition Deducti ens) | |
| _ | _ | 10 | - 5 | - 8 | - 8 | 9 | - 8 | | 3 | _ | - 51 | | Highly evolved CS strategy |
| | 1 | | | . 0 | | | | | | | 42 | 1 | l |
| | | 9 | - 6 | 7 | D D | 0 | 9 | | | | 47 | | |
| | | 7 | 7 | - 6 | 7 | - 6 | 8 | | - 5 | | 46 | Awards | |
| | | 7 | 9 | - 8 | 9 | 9 | - 6 | | | | 46 | | |
| | | 0 | | 0 | 6 | | | | | | 46 | no team quality results | |
| | | -3- | | - | - | - | | | | _ | | did not give | |
| | | 8 | | | | 8 | | | | | 44 | senice levels | |





Telephone Interviews

On-Line interviews for Individuals short listed in following categories:

- Customer Service Advisor
- Team Leader
- Support Professional
- Manager

Date for Interviews to be confirmed most likely to be week commencing 16th and 23rd October.





Presentations

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

- Customer/Shared Services Centre of the Year Small, Medium & Large
- Best Customer Experience Private and Public
- Outsource Partnership of the Year
- Best Use of Technology Transformation Programme
- Best Employee Engagement

Presentations will take place week commencing 16th and 23rd 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 by Wednesday 1st November





Hints & Tips

- Start working on your submission as early as possible.
- Form a project team to compile entries.
- Follow criteria marks awarded against criteria.
- Adhere to word limit.
- Present in a clear and concise format.
- Include pictures teams, people, etc.
- Present performance statistics in a graphical format.
- Highlight relevant trends, updates from previous entries.
- Highlight the particular features, culture of your operation.





Hints & Tips

- Explain why your operation should be selected, what's different about it.
- In people categories provide overall picture of entrant.
- Avoid in-house jargon if using acronyms provide a clear definition.
- Get someone outside your business to read it to check clarity & understanding.
- Same material can be used across categories as different judges score different categories.
- Plan, prepare and execute.
- Tell your story and why you should win!





Dates for your diary

- Closing Date for Entries 5.00 p.m. Wednesday 6th September 2023
- OnLine Presentations/interviews for stated categories will be w/c 16th and 23rd October
- Full Shortlist Announced by Wednesday 1st November
- Awards Ceremony Friday 17th November Dublin





Next Steps

Any Questions?

For Further Information or to set up a call to discuss categories in more detail email:

Dorothy@ccma.ie

Thank you for your time!

