The CCMA wish to congratulate the winners of the 2010 Irish Contact Centre and Shared Services Awards.

IRISH CONTACT CENTRE
& SHARED SERVICES AWARDS
2010

2010 Winner's

Abbott Ireland	Best Small or Growing Shared Services Centre
Accenture	International Shared Services Centre of the Year
All n One	Best New Product or Service & Contact Centre Supplier of the Year
Bank of America	Contact Centre Agent of the Year & Commendation on Commitment to Ability
Bord Gáis Networks	Best Quality Measurement Programme
Capita	Outsource Partner of the Year
Dell	Best Technical Support Centre & International Contact Centre Manager of the Year
Diageo Ireland	Contact Centre Manager of the Year
Paddypower.com	Best Use of Technology
Sage Ireland	Best Customer Service Delivery
UPC	Best Customer Retention Programme
Vodafone	Best Training Programme & Best Sales or Telemarketing Campaign
Zurich	Contact Centre Team Leader of the Year

Bord Gáis Networks – Contact Centre of the Year 2010

2010 Gold Sponsor

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