

SQM's 2014 North American Call Center Industry Awards for Service Quality Excellence

For the 16th year, SQM is pleased to announce the most prestigious award winning call centers and frontline employees of 2014. SQM's Awards are unique as they are based on surveys with customers who have used a call center and employees who work in a call center.

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In total this year there are over 120 Awards that are being presented, which is the highest number of Awards ever given in one year by SQM. This year we feature Client and Industry Vendor Award winners demonstrating best practices in the achievement of FCR. See the full listing of Call Center FCR Best Practice and Vendor FCR Best Practice winners by [clicking here](#). We are proud to have the highest number of World Class certifying organizations in 16 years (over twice the number of any previous year).



We are also very proud to honor our Call Center of the Year Award winner -- Canadian Tire Financial Services (CRCC), and Best Performing Small/Mid-Size Call Center Award winner -- TELUS Sourcing Solutions Inc. These organizations have the highest combination of First Call Resolution and Employee satisfaction.

At the event, SQM will award the CSR and Supervisor of the Year, which is a grand and exciting recognition of two unique individuals from thousands of CSRs who are eligible. [Click here](#) to watch footage of last year's interviews with the CSR of the Year and Supervisor of the Year award winners. SQM benchmarks over 500 leading North American call centers on an annual basis and has been conducting first call resolution (FCR), employee satisfaction (Esat) and customer satisfaction (Csat) benchmarking studies since 1996 ([click here for benchmarking details](#)). SQM conducted the benchmarking studies for the period of January 1, 2014 to December 31, 2014.

SQM will be presenting the 2014 Call Center Industry Awards for Service Quality Excellence at [SQM's annual conference held in Coeur d'Alene, Idaho, June 2nd – 4th, 2015](#). See the complete listing of ALL 2014 award winners [here](#). SQM is pleased to arrange press interviews with the executive contacts within our prestigious winner organizations. Please [contact us](#) at SQM to discuss next steps.

Based on the call centers we benchmarked, SQM is honored to recognize the following Call Center Industry 2014 Service Quality Award of Excellence Award Winners for VoC Excellence:

Call Center of the Year Award Winner:

- ▶ Canadian Tire Financial Services (CRCC)

Call Center of the Year Award Finalists:

- ▶ Arizona Public Service
- ▶ VSP Vision Care

Criteria used for Call Center of the Year Award are based on having the highest combined customer FCR and employee overall very satisfied (top box response) rating.

Best Performing Small/Mid-Size Call Center Award Winner:

- ▶ TELUS Sourcing Solutions Inc.

Best Performing Small/Mid-Size Call Center Award Finalists:

- ▶ Alberta Blue Cross
- ▶ BC Automobile Association (BCAA)

Criteria used for Best Performing Small/Mid-Size Call Center (under 100 CSRs) are based on having the highest combined customer FCR and employee overall very satisfied (top box response) rating.

Call Center World Class Certification:

- ▶ 407 ETR
- ▶ BC Automobile Association (BCAA)
- ▶ BlueCross BlueShield of Vermont
- ▶ Canadian Tire Financial Services (CRCC)
- ▶ Enbridge Large Business Accounts
- ▶ ENMAX, Inc.
- ▶ FortisBC
- ▶ Insurance Corporation of BC (DTVl)
- ▶ Jackson
- ▶ MassMutual Retirement Services
- ▶ Ontario 211
- ▶ Prime Therapeutics (Nebraska)
- ▶ Rogers Enterprise Service Delivery
- ▶ Scotiabank International (Dominican Republic)
- ▶ Scotiabank International (Jamaica)
- ▶ Scotiabank International (Mexico)
- ▶ Scotiabank International (Trinidad and Tobago)
- ▶ Sun Life Financial Group Benefits (Toronto & Waterloo)
- ▶ Sun Life Financial Group Retirement Services (Waterloo)
- ▶ VSP Vision Care (California & Ohio)

Criteria used for Call Center World Class Certification are 80% or higher of the calls are at the world class level for 3 months or more.

Highest Customer Service by Industry Awards:

- ▶ Scotiabank International (Jamaica) / Scotiabank International (Trinidad and Tobago) – Banking
- ▶ Jackson – Financial
- ▶ Canadian Tire Financial Services (CRCC) – Credit Card
- ▶ VSP Vision Care – Insurance
- ▶ Sun Life Financial Group Benefits – Health Care
- ▶ Petro-Canada – Retail/Service
- ▶ ENMAX, Inc. – Energy
- ▶ Cogeco Cable – Telco/TV
- ▶ 407 ETR – Union
- ▶ CNH Industrial Parts & Service – Helpdesk
- ▶ Ontario 211 – Government
- ▶ Jackson – Business to Business

Criteria used for Highest Customer Service by Industry Awards is based on having the highest FCR for an organization in each specific industry/sector.

In closing, SQM would like to congratulate [all award winning organizations](#) along with their CSRs and Supervisors on their achievement. Their world class performance is vital to their organization's success!

For questions about the SQM awards & conference, please contact:

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