

SQM'S 2017 CONTACT CENTER INDUSTRY CUSTOMER EXPERIENCE AWARD WINNERS ANNOUNCEMENT



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Press Release:

2017 Contact Center Industry Customer Experience Award Winners Announcement

SQM is pleased to announce the 2017 Contact Center Industry Customer Experience Award of Excellence winners! These prestigious awards recognize the organizations with outstanding contact center customer experience and employee experience performance and are considered North America's most prestigious and sought-after contact center industry awards. SQM will present these awards at [SQM's 19th Annual Customer Experience Conference and Industry Awards Gala](#) being held in Vernon, British Columbia, May 22 - 24, 2018.

SQM's Customer Experience Awards of Excellence are based on surveys with customers who have used a contact center and employees who work in a contact center. SQM benchmarks over 500 leading international contact centers on an annual basis and has been conducting customer experience benchmarking studies since 1996. SQM conducted the benchmarking studies for the period of January 1, 2017 to December 31, 2017. SQM is very proud to honor the following award winners and finalists:

Contact Center of the Year Award Winner

VSP Vision Care

Contact Center of the Year Award Finalists

Canadian Tire Financial Services (CRCC)
Jackson

Best Performing Small- to Mid-Sized Contact Center Award Winner

BlueCross BlueShield of Vermont

Best Performing Small- to Mid-Sized Contact Center Award Finalists

Security Health Plan
TELUS Employer Solutions Inc.

Contact Center World Class CX Certification

407 ETR (Contact Centre/Commercial)
Altair
Blue Cross and Blue Shield of Kansas
Blue Cross Blue Shield of Massachusetts (Retail Sales and Retention)
BlueCross BlueShield of Vermont
Canadian Red Cross
Canadian Tire Financial Services (CRCC)
Enbridge Large Business Accounts
Florida Blue (Federal Employee Program)
FortisBC
Genworth Life Customer Service
Genworth Long Term Care Customer Service
Jackson
Marchon Eyewear Inc.
Millennium1 Solutions (Credit Card Sales Segment)
Security Health Plan
Sun Life Financial Group Retirement Services (Waterloo)
VSP Vision Care (California & Ohio)
World Vision Canada

Web Self-Service World Class CX Certification

FortisBC

Highest Customer Satisfaction for the Contact Center Industry Awards

Vancity – Best Selling Customer Satisfaction
FortisBC – Highest Enterprise-Wide One Contact Resolution
BlueCross BlueShield of Vermont – Highest Omni-Channel Customer Service
FortisBC – Highest Web Self-Service Customer Service
FortisBC – Highest IVR Self-Service Customer Service
Cogeco Connexion – Highest Field Services Customer Service

Highest Customer Service by Industry Awards

Vancity – Banking
Jackson – Financial
Canadian Tire Financial Services (CRCC) – Credit Card
VSP Vision Care – Insurance
Security Health Plan – Health Care
Highmark Blue Cross Blue Shield West Virginia – Health Care Federal Employee Program
HealthNow New York Inc. – Pharmacy
Cogeco Connexion (Storefront) – Retail/Service
FortisBC – Energy
Cogeco Connexion – Telco/TV
Blue Cross Blue Shield of Michigan (Web Support Help Desk) – Helpdesk
Halton Region – Government
Marchon Eyewear Inc. – Business to Business

First Call Resolution Improvement Awards

407 ETR (Commercial)
BC Automobile Association (BCAA)
Blue Cross Blue Shield of Arizona
Blue Cross Blue Shield of Wyoming (Federal Employee Program)
Canadian Red Cross
Capital BlueCross
CareFirst - Consumer Direct SBU
Genworth Life Customer Service
Highmark Blue Cross Blue Shield Delaware (Federal Employee Program)
Highmark Blue Cross Blue Shield West Virginia (Federal Employee Program)
Independence Blue Cross
LoyaltyOne - Customer Care Centre
Mr. Cooper (Default)
Mr. Cooper (Assurant)
Premera Blue Cross
Regence BlueCross BlueShield Oregon (Federal Employee Program)

View the Full List of SQM's 2017 Contact Center Industry Customer Experience Award of Excellence Winners



SQM Group would like to congratulate all the award-winning organizations along with their CSRs and Supervisors on their achievements throughout the year! Their world class customer and employee experience performance is vital to their organization's success. SQM will be presenting the 2017 Contact Center Industry Customer Experience Awards of Excellence at SQM's 19th Annual Customer Experience Conference and Industry Awards Gala being held May 22 - 24, 2018 in Vernon, British Columbia at the spectacular Sparkling Hill Resort.

About SQM Group

Service Quality Measurement (SQM) Group is a leading North American voice of the customer and employee experience research, consulting, and performance awarding firm. SQM's primary purpose is to help organizations accurately measure, benchmark, and improve customer experience (CX) and employee experience (EX). We help clients improve CX by determining, capturing, and sharing best practices for improving CX.

SQM recognizes organizations that have demonstrated CX and EX excellence and our performance awards are considered the most prestigious and sought-after awards in North America. What makes SQM's awards unique is that they are based on customers who have used a contact center, and/or employees who work in a contact center. On an annual basis, SQM conducts over 1.5 million surveys with customers who have used a contact center and over 25,000 surveys with employees who work in contact centers.

SQM's Certification Program is designed to determine if contact centers, supervisors and customer service representatives are performing at the world class CX and FCR performance levels. Our certification program is the most credible and rewarding certification program in the contact center industry because certification is based on your customers' experience contacting your contact center. Certification is based on surveying customers who have just recently contacted a contact center. SQM has two state-of-the-art research centers, with one located in Coeur d'Alene, Idaho and the other in Vernon, British Columbia.

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For information about SQM's CX Awards Program, please contact:

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