



SQM[®]

OFFICIAL AWARDS GUIDE '09



contact[🍁]
MANAGEMENT

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INTRODUCING

The \$9.95

Hot Standby Seat.

The Simplest. *Fastest* and Lowest Cost
H1N1 Disaster Recovery Solution.

Through the LiveXchange On-Demand Remote Network your contact center systems can, in a very few days, be securely extended out directly to your agents' homes on a hot standby basis.

The cost for this unique service is \$9.95 per named agent position, per month - plus a low inclusive fee for staff training, telecom Infrastructure set-up, and 24x7 technical support.

There's also the option of the AgentAccess OS security system disk that give the capability to transform any PC into a dedicated remote workstation. Which means your agents can work securely on their own home computer.

This enhanced service costs only \$89 per disk installation with an on-going, nominal monthly service charge to cover support and upgrades.

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Call us now for a LiveXchange Disaster Recovery check-up. It won't hurt.



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Go to: **LiveXchange.com**
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AWARDS

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CALL CENTER OF THE YEAR

ORGANIZATION

VSP Vision Care (California)

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

CALL CENTER WORLD CLASS CALL CERTIFICATION

ORGANIZATION

Blue Cross & Blue Shield of Massachusetts
Blue Cross & Blue Shield of Rhode Island
CAA Insurance Company (Ontario)
Canadian Tire Financial Services (CRCC)
Canadian Tire Financial Services (Roadside Assistance)
Capital One (High-Spend Department)
Citi Retail Services, Credit Operation (Arizona)
Citi Client Services - Dealer Support (Ontario)
Davis + Henderson (Ontario & Quebec)

Insurance Corporation of BC (Claims Division)
Jackson National Life Insurance Co. (Michigan)
Marriott Systems Support Center (Maryland)
Rogers Business Support Group (Central)
Scotiabank (Alberta, Nova Scotia & Ontario)
Scotiabank Global Transaction Banking (Ontario)
Sun Life Financial Group Retirement Services (Ontario & Quebec)
VSP Vision Care (California & Ohio)

Criteria used for Call Center World Class Call Certification are 70 percent or higher of the calls are at the world class level for six months or more in 2009. SQM's world class call criteria are based on the customer's call being resolved, the customer is overall very satisfied (top box response) with their call center experience and the customer service representative

CUSTOMER SATISFACTION /FCR AWARDS

ORGANIZATION

AWARD

HIGHEST CUSTOMER SATISFACTION FOR THE CALL CENTER INDUSTRY AWARDS

Citi Retail Services, Credit Operation (Arizona)
U.S. Bank
TD Canada Trust
ATCO I-Tek

1. Highest Customer Satisfaction
2. Best Selling Customer Satisfaction
3. Highest IVR Customer Satisfaction Self Serve
4. Highest IVR Navigation to the Right CSR

1. This award recognizes the call center with the highest world class call rating 2. This award recognizes the call center with the highest customer satisfaction (top box response) rating for selling approach 3. This award recognizes the call center with the highest overall customer satisfaction (top box response) rating for a self serve IVR 4. This award recognizes the call center with the highest IVR navigation to the right CSR the first time

HIGHEST CUSTOMER SATISFACTION BY SPECIFIC INDUSTRY AWARDS

TD Canada Trust
Jackson National Life Insurance
VSP Vision Care
Blue Cross & Blue Shield of Kansas
OfficeMax
Arizona Public Service
Rogers Business Support Group
Insurance Corporation of BC (Claims Division)
Marriott Systems Support Center
Region of Halton & 211 Ontario (Tie)

Banking
Financial
Insurance
Health Care
Retail/Service
Energy
Telecommunications/TV
Union
Helpdesk
Government

Criteria used for highest customer satisfaction for each specific industry/sector are based on having the highest world class call rating for an organization

FCR IMPROVEMENT AWARDS

LoyaltyOne - The AIRMILES Group
Blue Cross & Blue Shield of Kansas
Blue Cross & Blue Shield of Alabama
Blue Shield of California
Insurance Corporation of BC (Contact Div.)
Whirlpool
Premiera Blue Cross

Criteria are based on a six percent or greater annual FCR improvement from the most recent study within the last two years

AWARDS

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EMPLOYEE SATISFACTION AWARDS

AWARD

ORGANIZATION

VSP Vision Care (California)

Criteria used for highest employee satisfaction for the call center industry are based on having the highest employee overall very satisfied (top box response) rating with working in their call center

Banking
Insurance
Energy

Scotiabank
VSP Vision Care
Arizona Public Service

Criteria used for highest employee satisfaction for each specific industry are based on having the highest employee overall very satisfied (top box response) rating with working in their call center

Insurance Corporation of BC (Claims Division)

Criteria is based on highest Esat improvement from previous year

Canadian Tire Financial Services (CCR)
Canadian Tire Financial Services (CSG)
Scotiabank (Halifax)
VSP Vision Care (California)

Criteria are based on 50 percent or higher of employees who rate their overall experience of working in the call center as very satisfied (top box response) rating

**HIGHEST EMPLOYEE
SATISFACTION FOR THE CALL
CENTER INDUSTRY AWARD**

**HIGHEST EMPLOYEE
SATISFACTION BY SPECIFIC
INDUSTRY AWARDS**

**MOST IMPROVED EMPLOYEE
SATISFACTION**

**WORLD CLASS EMPLOYEE
SATISFACTION AWARDS**

CSR FINALISTS FOR CSR OF THE YEAR

EMPLOYEE

ORGANIZATION

Christina Hall
Freda Lockhart
Laura Antle
Wayne Carter
Valerie Gervais
Ron Boranprasit
Carlee Portolesi
Shalini Sivananthan
Ashley Hanlon
Lauren Brown
Lisa Meredith

LoyaltyOne - The AIRMILES Group
Blue Cross & Blue Shield of North Carolina
Rogers
Rogers
Rogers
Rogers
Scotiabank
Scotiabank
Sun Life Financial
Sun Life Financial
VSP

To be eligible the customer representative must be a World Class Certified customer representative. The criteria for a Certified World Customer Representative is 70 percent or higher of the calls surveyed are at the world class call level. Call Center Management must send an example of a great customer service story that a CSR delivered.

SUPERVISOR FINALISTS FOR SUPERVISOR OF THE YEAR

EMPLOYEE

ORGANIZATION

Michelle Medeiros
Maria Heighington
Lucy Isherwood
Susan Fordyce
Lisa Jones
Jeff Weber

LoyaltyOne - The AIRMILES Group
LoyaltyOne - The AIRMILES Group
Rogers
Rogers
Sun Life Financial
Sun Life Financial

To be eligible the supervisor must be a World Class Certified supervisor. The criteria for a Certified World Class Supervisor is 70 percent or higher of the calls surveyed are at the world class call level. Call Center Management must also send one or two examples of great Csat CSR Coaching stories.

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