

MANAWATU CONTACT CENTRE AWARDS

2010 

AWARDS ENTRY FORM

CATEGORY - CONTACT CENTRE CSR/AGENT OF THE YEAR

Entries close at 5pm Friday 24 September 2010

Please complete this entry form and email to roxane.peck@pncc.govt.nz

Entries will only be accepted by self-nomination. The Agent/CSR entering this award category must personally complete this form and must have been in the role for six months or more.

Award Nominee Contact Details	
Name	
Position Title	
Organisation	
Daytime Phone	
Mobile Phone	
Email Address	
Physical Address	
Postal Address	

Customer Service
<i>CSR/ Agent that delivers excellence in the level of Customer Service provided to their organisations customers</i>
Describe what you do as a Contact Centre CSR/Agent to deliver excellence in Customer Service (max 300 words)

Performance		
<i>CSR/Agent that displays excellence against their Key Performance Indicators</i>		
	TARGET	ACTUAL
Average Talk Time		
Login/Adherence		
Quality Assurance		
Average After Call Work		
Other		
Describe in further detail what steps you take to achieve one of these significant Key Performance Indicators (max 300 words)		

Contribution

CSR/Agent that has demonstrated and made a significant contribution to their organisations success

How does your team contribute to the success of your team/Contact Centre ? (max 300 words)

WOW factor

What makes you Contact Centre CSR/Agent of the Year? (max 300 words)

Manawatu Contact Centre Cluster

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