

**MANAWATU CONTACT CENTRE AWARDS**

2010 

**AWARDS ENTRY FORM**

**CATEGORY - CONTACT CENTRE OF THE YEAR OVER 50 SEATS**

***Entries close at 5pm Friday 24 September 2010***

Please complete this entry form and email to [roxane.peck@pncc.govt.nz](mailto:roxane.peck@pncc.govt.nz)

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

## **Customer Service**

*Contact Centre that displays excellence in the level of Customer Service provided to their organisations customers.*

How do you measure your Contact Centres success in delivering Customer Service? (max 300 words)

Describe your future vision in relation to Customer Service for your Contact Centre (max 300 words).

Describe how your Contact Centre is performing in reaching your Customer Service goals (max 300 words).

**Performance**

*CSR/Agent that displays excellence against their Key Performance Indicators*

	TARGET	ACTUAL
Grade of Service		
Abandonment Rate		
Occupancy rate		
Churn/ attrition		
Other		

Describe in further detail what steps you take to achieve one of these significant Key Performance Indicators (max 300 words)

**Contribution**

*Contact Centre that has demonstrated and made a significant contribution to their organisations success*

Explain what significant achievements your Contact Centre has made in the last 12 months (max 300 words)

How do you measure the contribution your Contact Centre makes towards your organisations success? (max 300 words)

**WOW factor**

What makes your Contact Centre the Manawatu Contact Centre of the Year over 50 seats for 2010?  
(max 300 words)

**Manawatu Contact Centre Cluster**

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[www.mcc.org.nz](http://www.mcc.org.nz)