

Distinct Sponsor an Award at the Contact Centre Management Association Annual Event

Distinct were delighted to be a part of the 2009 Irish Contact Centre and Shared Services Awards, which took place on Saturday 14th November in the Burlington Hotel, with Mark Little of RTE Primetime presiding as the Master of Ceremonies. Over 550 industry professionals attended the ceremony, which aims to acknowledge and celebrate the highest standards and excellence within the Irish contact centre and shared services industry.

Distinct were pleased to sponsor the VIP Reception and the Best Quality Measurement Programme Award, which measures the quality of contact centre measurement programmes and how they contribute to continuous improvement and achieving overall business objectives. The winner was Bord Gáis Networks, who have developed a breadth of quality measurement including call monitoring, customer satisfaction surveys and employee motivation monitors, all of which are used to inform continuous improvement and ensure the service delivered meets the needs of the customer.

Distinct work with clients to optimise contact centre performance, deliver differentiated customer experiences, and improve marketing ROI using our analytics expertise. For more information on how Distinct can help you optimise your contact centre performance, contact us on (01) 672 9025.



Pictured: Kevin Battams, Customer Relationship Manager, Bord Gáis Networks, Orla Fitzpatrick, Partner, Distinct Consulting, Paul O'Donoghue, Operations Services Manager, Bord Gáis Networks