### 2013 ICMI Global Call Center Professional Awards

As a colleague or business partner, you may nominate one or more contact center professionals for an ICMI Professional Award (sorry, an individual can't nominate themself!) by completing this nomination process by 11:59pm Eastern time on Friday, February 15, 2013.

Award finalists will join us May 14th at ACCE in Seattle, WA for the award dinner announcing the winners!

Applicants nominating Best Call Center Agent, Best Call Center Supervisor, Best Call Center Manager and Best Customer Service Business Leader are required to:

- 1) Complete nomination form
- 2) Pay \$25 entry fee

Please also consider nominating your contact center for one of our Team Awards! We recognize those centers with the Best Quality Assurance Program, the Best Customer Experience Program, the Best Use of Technology, and those that provide the Best Strategic Value to the Organization. And of course we also recognize the Best Global Call Centers of the Year!

ICMI will keep the contents of the application confidential, and will not disclose information contained in the application absent consent from the applicant. However, ICMI shall have no obligation to preserve the confidentiality of any information which (i) was previously known to ICMI free of any obligation to keep it confidential, (ii) Is or becomes publicly available by other than unauthorized disclosure by ICMI; (iii) Is independently developed by ICMI without reference to the application information; or (iv) Is received from a third party whose disclosure to ICMI would not violate any confidentiality obligation.

If you have any questions or concerns regarding this form or the nomination process, please email awards@icmi.com.

### **Applicant Release**

For good and valuable consideration, the receipt of which is hereby acknowledged, ("Company") hereby grants to United Business Media LLC, and its respective subsidiaries, nominees, affiliates, successors, assigns and those acting under their permission, the absolute right and permission to use, publish, distribute, print and/or broadcast,

worldwide, in perpetuity, in all media now existing or hereafter devised, Company's name, trademark(s), artwork, insignia, indicia, and/or logo(s) (collectively the "Released Materials") in whole or in part together with or without written or spoken copy, in connection with United Business Media LLC's Global Call Center Awards.

Company warrants and represents that it is the owner of the Released Materials, and that it has the full right and authority to enter into this release ("Release"), grant the rights set forth herein, and that this Release does not violate any law, agreement with third parties, or infringe upon the rights of any third parties, including but not limited to trademark and copyright. The undersigned warrants and represents that he/she is fully empowered to bind the Company and to execute this Release.

Company hereby agrees to release and discharge United Business Media LLC, and their respective nominees, affiliates, successors and assigns, subsidiaries, parents, officers, directors, employees, and agents (collectively the "Released Parties") from any claims, demands and liabilities of any kind or nature whatsoever arising out of the use of the Released Materials. Further, Company hereby agrees to indemnify, defend and hold harmless the Released Parties from and against any and all liabilities, claims, causes of action, demands, and/or costs or expenses (including reasonable attorneys' fees and court costs) caused by, or arising out of the use of the Released Materials or the breach or alleged breach of any of Company's obligations hereunder.

This Release is governed by the laws of the State of New York without regard to any conflict of law provisions. The parties expressly agree that the courts of the State of New York have personal jurisdiction over them for purposes of any disputes which may arise from or relating to this Release. This Release contains the entire understanding between the parties regarding the subject matter hereof and supersedes all prior understandings between the parties, whether written or verbal.

This Release shall be binding upon the successors and assigns of Company. No waiver, modification or additions to this Release shall be valid unless in witting and signed by the parties hereto.

### \*1. I have read and agree/accept these terms.

(	Y	⁄es						

### **Finalist**

### \*2. Requirements of Finalists:

Finalists will be notified of their status by Friday, April 15, 2013. Each finalist will need to send their representative to attend ACCE 2013 in Seattle, WA -- ICMI's Annual Call Center Exhibition where we will announce the winners at the Award Dinner on Tuesday, May 14th, 2013!

NOTE: ICMI will provide one (1) complimentary ACCE main event conference pass for each finalist. Finalists must agree to allow ICMI to use their organization's name, as well as photographs and video, to publicize the award.

Do you understand and	agree to compl	y with the req	uirements	of Finalists?
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0	Yes
0	No

### **Your Contact Information**

f x 3. Please provide your contact information so that we can follow up if we have any
questions. You will also be contacted if your candidate(s) has been selected as a finalist

Name	
Title	
Company	
Email	
Phone	

You will be given the opportunity to nominate several colleagues or business partners (across four different award categories) using this form.

You must nominate individuals in the following order:

Best Call Center Agent
Best Call Center Supervisor
Best Call Center Manager
Best Customer Service Business Leader

You can nominate up to 3 individuals for each category.

\*4. I would like to nominate an individual in the category of...

Remember you must enter nominations for Best Call Center Agent before entering nominations for Best Call Center Supervisor, and so on.

- Best Call Center Agent
- O Best Call Center Supervisor
- © Best Call Center Manager
- Best Customer Service Business Leader

Your Best Ca	Your Best Call Center Agent 1st Nominee				
*5. What is y	our business rel	ationship wit	h the nominee	?	
*6 Name an	d Contact Inform	ation for Res	t Call Center A	laent Nominee	
Name	u contact inform	iation for Des	t Can Center F		
Company					
Title					
Phone					
Email					

\*7. Based on the criteria below please explain in 1,000 words or less why the colleague or business partner you are nominating should win this award:

### **Best Call Center Agent**

- •A motivated individual who is committed to improving the customer experience, and has ambitions to progress within the industry
- •The special qualities that make them especially suited to a customer service role
- •A clear understanding of their role within the organization
- •A demonstrable impact on customer service and efficiency
- •A positive influence on the behaviors and attitudes of fellow employees
- •Glowing testimonials from colleagues, customers, partners and managers
- •Instigation of special projects/new ideas and evidence of how these have benefited the operation

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11. Do vou wish	to add another re	ecommendation?		
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C No				

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Are you submitting supplemental information?

### **Agent Supplemental Information 1st Nomination**

\*14. Although not necessary, it is highly effective to include any documentation to support the customer experience story that predicated the agent's nomination. This could include the QA evaluation, CSAT survey, customer testimonial, call recording transcript, email/chat transcript, or social media appreciation.

If you have any other information to submit as part of your application, it must be received by 11:59pm Eastern on Friday, February 15, 2013.

Submit supplemental materials through the Asset Uploader page.

*	15. I would like to make another nomination in the category of
0	Not Sure Yet
0	No
0	Yes

\*15. I would like to make another nomination in the category of...

Remember you must enter nominations for Best Call Center Agent before entering nominations for Best Call Center Supervisor, and so on.

(	0	Another Best Call Center Agent
(	0	Best Call Center Supervisor
(	0	Best Call Center Manager
(	0	Best Customer Service Business Lead

No additional nominations, I'm finished.

Nomination	Form - Profess	sional Award	ls		
Your Best Ca	all Center Agent	t 2nd Nomine	е		
*16. What is	your business rel	ationship with	the nominee?		
*17. Name a	nd Contact Inform	ation for Best (	Call Center Age	nt Nominee	
Name					
Company					
Title					
Phone					
Email					

\*18. Based on the criteria below please explain in 1,000 words or less why the colleague or business partner you are nominating should win this award:

### **Best Call Center Agent**

- •A motivated individual who is committed to improving the customer experience, and has ambitions to progress within the industry
- •The special qualities that make them especially suited to a customer service role
- •A clear understanding of their role within the organization
- •A demonstrable impact on customer service and efficiency
- •A positive influence on the behaviors and attitudes of fellow employees
- •Glowing testimonials from colleagues, customers, partners and managers
- •Instigation of special projects/new ideas and evidence of how these have benefited the operation

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lomination F	orm - Profess	ional Awards		
*21. Please c	opy the recomme	endation for the Be	st Call Center Agent	nominee here:
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22. Do vou wis	h to add another	recommendation	•	
C Yes			•	
○ No				

Nomina	tion Form - P	rofessional	Awards			
Agent A	Additional Reco	mmendatio	n 2nd Nomii	nation		
23. Who	is providing this	secondary re	commendati	on?		
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Title						
Company Email						
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24. Plea	ise copy the seco	ondary recomn	nendation for	the Best Call (	Center Agent :	nominee
here:						_
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### **Agent Supplemental Information 2nd Nomination**

\*25. Although not necessary, it is highly effective to include any documentation to support the customer experience story that predicated the agent's nomination. This could include the QA evaluation, CSAT survey, customer testimonial, call recording transcript, email/chat transcript, or social media appreciation.

If you have any other information to submit as part of your application, it must be received by 11:59pm Eastern on Friday, February 15, 2013.

Submit supplemental materials through the Asset Uploader page.

Are	you submitting supplemental information?
0	Yes
0	No
0	Not Sure Yet

\*26. I would like to make another nomination in the category of...

Remember you must enter nominations for Best Call Center Agent before entering nominations for Best Call Center Supervisor, and so on.

0	Another Best Call Center Agent
0	Best Call Center Supervisor
0	Best Call Center Manager
0	Best Customer Service Business Lea

No additional nominations, I'm finished.

Nomination	Form - Profess	ional Awards	S		
Your Best Ca	all Center Agent	3rd Nominee			
<b>≭27. What is</b>	your business rela	ntionship with t	he nominee?		
*28. Name a	nd Contact Informa	ation for Best C	all Center Agen	t Nominee	
Name					
Company					
Title					
Phone					
Email					

\*29. Based on the criteria below please explain in 1,000 words or less why the colleague or business partner you are nominating should win this award:

### **Best Call Center Agent**

- •A motivated individual who is committed to improving the customer experience, and has ambitions to progress within the industry
- •The special qualities that make them especially suited to a customer service role
- •A clear understanding of their role within the organization
- •A demonstrable impact on customer service and efficiency
- •A positive influence on the behaviors and attitudes of fellow employees
- •Glowing testimonials from colleagues, customers, partners and managers
- •Instigation of special projects/new ideas and evidence of how these have benefited the operation

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Nomination Form -	Professional Awards
*32. Please copy the	e recommendation for the Best Call Center Agent nominee here:
33. Do you wish to ad	ld another recommendation?
○ No	

Nomina	ation Form - P	rofessional A	wards		
Agent A	Additional Reco	ommendation	3rd Nomination	on	
34. Who	o is providing this	s secondary rec	ommendation?		
Name					
Title Company					
Email					
Phone					
35. Plea	ase copy the sec	ondary recommo	endation for the	Best Call Cent	er Agent nominee
here:					
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**Are you submitting supplemental information?** 

### **Agent Supplemental Information 3rd Nomination**

\*36. Although not necessary, it is highly effective to include any documentation to support the customer experience story that predicated the agent's nomination. This could include the QA evaluation, CSAT survey, customer testimonial, call recording transcript, email/chat transcript, or social media appreciation.

If you have any other information to submit as part of your application, it must be received by 11:59pm Eastern on Friday, February 15, 2013.

Submit supplemental materials through the Asset Uploader page.

	87. I would like to make another nomination in the category of
0	Not Sure Yet
0	No
0	Yes

Remember you must enter nominations for Best Call Center Supervisor before entering nominations for Best Call Center Manager, and so on.

0	Best Call Center Supervisor
0	Best Call Center Manager
0	Best Customer Service Business Leader
0	No additional nominations, I'm finished

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<b>≭</b> 38. W⊦	nat is your b	usiness relat	ionship with	the nominee?		
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Company						
Title						
Phone						
Email						

\*40. Based on the criteria below please explain in 1,000 words or less why the colleague or business partner you are nominating should win this award:

### **Best Call Center Supervisor**

- •Demonstrable ability to deliver a good customer experience as an individual or escalation point
- •Strong leadership from an individual who can motivate his/her team to achieve exceptional performance
- •A motivated individual who is committed to improving the customer experience, and has ambitions to progress within the industry
- •The special qualities that make them especially suited to a customer service role
- •A clear understanding of their role within the organization
- •A positive influence on the behaviors and attitudes of fellow employees
- •Glowing testimonials from colleagues, customers, partners and managers
- •Excellent communication and problem-solving skills
- •Efforts to create the most productive environment possible, as well as effective skills training and regular coaching for team members
- •This person's influence on the introduction or implementation of an innovative or creative new initiative that has led to improvements in customer service

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Nomination F	orm - Profes	ssional Awa	ards		
<b>*43. Please c</b>	opy the recomm	mendation for	the Best Call	Center Superv	visor nominee here:
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44. Do you wis	sh to add anoth	er recommen	dation?		
C Yes					

Nomina	ation Form - Professional Awards	
Supervi	risor Additional Recommendation 1st Nominee	
45. Who	o is providing this secondary recommendation?	
Name		
Title		
Company Email		
Phone		
46. Plea	ase copy the secondary recommendation for the Best Call Cer	nter Supervisor
nomine	ee here:	
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**Are you submitting supplemental information?** 

### **Supervisor Supplemental Information 1st Nomination**

\*47. Although not necessary, it is highly effective to include any documentation to support the customer experience story that predicated the supervisor's nomination. This could include the CSAT survey, customer testimonial, call recording transcript, email/chat transcript, or social media appreciation from the event, or the before and after history of the agent which will showcase the impact of the supervisor's coaching and mentoring.

If you have any other information to submit as part of your application, it must be received by 11:59pm Eastern on Friday, February 15, 2013.

Submit supplemental materials through the Asset Uploader page.

0	Yes
0	No
0	Not Sure Yet

\*48. I would like to make another nomination in the category of...

Remember you must enter nominations for Best Call Center Supervisor before entering nominations for Best Call Center Manager, and so on.

0	Another Best Call Center Supervisor
0	Best Call Center Manager
0	Best Customer Service Business Leader
0	No additional nominations. I'm finished.

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<sup>&lt;</sup> 50. Name	and Contact	Information	for Best Cal	── I Center Super	visor Nominee	
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\*51. Based on the criteria below please explain in 1,000 words or less why the colleague or business partner you are nominating should win this award:

### **Best Call Center Supervisor**

- •Demonstrable ability to deliver a good customer experience as an individual or escalation point
- •Strong leadership from an individual who can motivate his/her team to achieve exceptional performance
- •A motivated individual who is committed to improving the customer experience, and has ambitions to progress within the industry
- •The special qualities that make them especially suited to a customer service role
- •A clear understanding of their role within the organization
- •A positive influence on the behaviors and attitudes of fellow employees
- •Glowing testimonials from colleagues, customers, partners and managers
- •Excellent communication and problem-solving skills
- •Efforts to create the most productive environment possible, as well as effective skills training and regular coaching for team members
- •This person's influence on the introduction or implementation of an innovative or creative new initiative that has led to improvements in customer service

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Nomination I	Form - Profe	essional Aw	<i>r</i> ards		
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	sh to add anotl	her recommen	ndation?		
○ Yes					

Nomination Form - Professional Awards					
Supervisor Additional Recommendation 2nd Nominee					
56. Who	o is providing this secondary recommendation?				
Name					
Title					
Company Email					
Phone					
57. Plea	ase copy the secondary recommendation for the Best Call Center Supervi	sor			
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Are you submitting supplemental information?

### **Supervisor Supplemental Information 2nd Nomination**

\*58. Although not necessary, it is highly effective to include any documentation to support the customer experience story that predicated the supervisor's nomination. This could include the CSAT survey, customer testimonial, call recording transcript, email/chat transcript, or social media appreciation from the event, or the before and after history of the agent which will showcase the impact of the supervisor's coaching and mentoring.

If you have any other information to submit as part of your application, it must be received by 11:59pm Eastern on Friday, February 15, 2013.

Submit supplemental materials through the Asset Uploader page.

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0	Not Sure Yet
0	No
0	Yes

\*59. I would like to make another nomination in the category of...

Remember you must enter nominations for Best Call Center Supervisor before entering nominations for Best Call Center Manager, and so on.

0	Another Best Call Center Supervisor
0	Best Call Center Manager
0	Best Customer Service Business Leader
0	No additional nominations. I'm finished.

Your Best Call Center Supervisor 3rd Nominee							
*60. What is your business relationship with the nominee?							
*61. Name and Contact Information for Best Call Center Supervisor Nominee							
Name							
Company							
Γitle							
Phone							
Email							

\*62. Based on the criteria below please explain in 1,000 words or less why the colleague or business partner you are nominating should win this award:

### **Best Call Center Supervisor**

- •Demonstrable ability to deliver a good customer experience as an individual or escalation point
- •Strong leadership from an individual who can motivate his/her team to achieve exceptional performance
- •A motivated individual who is committed to improving the customer experience, and has ambitions to progress within the industry
- •The special qualities that make them especially suited to a customer service role
- •A clear understanding of their role within the organization
- •A positive influence on the behaviors and attitudes of fellow employees
- •Glowing testimonials from colleagues, customers, partners and managers
- •Excellent communication and problem-solving skills
- •Efforts to create the most productive environment possible, as well as effective skills training and regular coaching for team members
- •This person's influence on the introduction or implementation of an innovative or creative new initiative that has led to improvements in customer service

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Nomination Form - Professional Awards					
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66. Do you wi	sh to add anotl	her recommen	idation?		
C Yes					

Nomina	Nomination Form - Professional Awards					
Supervi	sor Additional R	Recommendati	on 3rd Nomin	ee		
67. Who	is providing this s	secondary recon	nmendation?			
Name						
Title						
Company						
Email						
Phone						
68. Plea	se copy the secon	dary recommend	dation for the Bo	est Call Center	Supervisor	
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Are you submitting supplemental information?

### **Supervisor Supplemental Information 3rd Nomination**

\*69. Although not necessary, it is highly effective to include any documentation to support the customer experience story that predicated the supervisor's nomination. This could include the CSAT survey, customer testimonial, call recording transcript, email/chat transcript, or social media appreciation from the event, or the before and after history of the agent which will showcase the impact of the supervisor's coaching and mentoring.

If you have any other information to submit as part of your application, it must be received by 11:59pm Eastern on Friday, February 15, 2013.

Submit supplemental materials through the Asset Uploader page.

0	Yes
0	No
0	Not Sure Yet

\*70. I would like to make another nomination in the category of...

Remember you must enter nominations for Best Call Center Manager before entering nominations for Best Customer Service Business Leader, and so on.

0	Best Call Center Manager
0	Best Customer Service Business Leader
	No additional naminations. Up finished

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Company						
Title						
Phone						
Email						

\*73. Based on the criteria below please explain in 1,000 words or less why the colleague or business partner you are nominating should win this award:

### **Best Call Center Manager**

- •A clear understanding of the skills offered by their teams and how they are utilized
- •The ability to offer tangible results through their focus on and investment in people
- •Clear evidence of how the individual has moved strategy into practical reality
- •Evidence of how this person has improved the customer experience (e.g. feedback surveys, statistical data etc.) through effective implementation of processes
- •Demonstrable ability to partner with internal stakeholders or outside vendors to achieve mutual customer experience success
- •Strong leadership from an individual who can motivate his/her team to achieve exceptional performance
- •A motivated individual who is committed to improving the customer experience, and has ambitions to progress within the industry
- •A positive influence on the behaviors and attitudes of fellow employees
- •Glowing testimonials from colleagues, customers, partners and managers
- •Excellent communication and problem-solving skills
- •This person's influence on the introduction or implementation of an innovative or creative new initiative that has led to improvements in customer service
- •Evidence of how they have held up the call center as an important part of the business as a whole

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Nomination Form	- Professional A	Awards		
*77. Please copy th	ne recommendation	for the Best Call C	enter Manager nomi	nee here:
78. Do you wish to a	dd another recomm	nendation?		
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O No				

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Re	79. I would like to make another nomination in the category of member you must enter nominations for Best Call Center Manager before entering minations for Best Customer Service Business Leader, and so on.
0	Another Best Call Center Manager
0	Best Customer Service Business Leader
0	No additional nominations, I'm finished.

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our Be	est Call Ce	enter Mana	Your Best Call Center Manager 2nd Nominee							
*83. W	hat is your	business re	lationship <b>v</b>	with the nor	ninee?					
*84. Na	ame and Co	ntact Inforn	nation for B	Best Call Ce	nter Manage	er Nominee				
Name										
Company										
Title										
Phone										
Email										

\*85. Based on the criteria below please explain in 1,000 words or less why the colleague or business partner you are nominating should win this award:

### **Best Call Center Manager**

- •A clear understanding of the skills offered by their teams and how they are utilized
- •The ability to offer tangible results through their focus on and investment in people
- •Clear evidence of how the individual has moved strategy into practical reality
- •Evidence of how this person has improved the customer experience (e.g. feedback surveys, statistical data etc.) through effective implementation of processes
- •Demonstrable ability to partner with internal stakeholders or outside vendors to achieve mutual customer experience success
- •Strong leadership from an individual who can motivate his/her team to achieve exceptional performance
- •A motivated individual who is committed to improving the customer experience, and has ambitions to progress within the industry
- •A positive influence on the behaviors and attitudes of fellow employees
- •Glowing testimonials from colleagues, customers, partners and managers
- •Excellent communication and problem-solving skills
- •This person's influence on the introduction or implementation of an innovative or creative new initiative that has led to improvements in customer service
- •Evidence of how they have held up the call center as an important part of the business as a whole



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k 87. Pleas	se copy th	e recomn	nendatio	n for the	Best Call	Center N	Manager	nomin	ee here:
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<sup>&lt;</sup> 88. Nomi	nations re	quire a re	ecomme	ndation f	rom leade	rship wit	thin the	manag	er's
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Nomination Fo	orm - Profession	al Awards		
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90. Do you wish  O Yes	to add another reco	ommendation?		
O No				

Nor	ninate Again
Re	91. I would like to make another nomination in the category of member you must enter nominations for Best Call Center Manager before entering minations for Best Customer Service Business Leader, and so on.
0	Another Best Call Center Manager
0	Best Customer Service Business Leader
0	No additional nominations, I'm finished.

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	ation Form - Profession			
Your Be	est Call Center Manager :	3rd Nominee		
<b>≭</b> 95. W	/hat is your business relation	nship with the nom	inee?	
<b>≭</b> 96. Na	ame and Contact Information	n for Best Call Cen	ter Manager Nomine	e
Name				
Company Title				
Phone				
Email				

\*97. Based on the criteria below please explain in 1,000 words or less why the colleague or business partner you are nominating should win this award:

### **Best Call Center Manager**

- •A clear understanding of the skills offered by their teams and how they are utilized
- •The ability to offer tangible results through their focus on and investment in people
- •Clear evidence of how the individual has moved strategy into practical reality
- •Evidence of how this person has improved the customer experience (e.g. feedback surveys, statistical data etc.) through effective implementation of processes
- •Demonstrable ability to partner with internal stakeholders or outside vendors to achieve mutual customer experience success
- •Strong leadership from an individual who can motivate his/her team to achieve exceptional performance
- •A motivated individual who is committed to improving the customer experience, and has ambitions to progress within the industry
- •A positive influence on the behaviors and attitudes of fellow employees
- •Glowing testimonials from colleagues, customers, partners and managers
- •Excellent communication and problem-solving skills
- •This person's influence on the introduction or implementation of an innovative or creative new initiative that has led to improvements in customer service
- •Evidence of how they have held up the call center as an important part of the business as a whole



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omination F	orm - Profess	sional Awar	ds		
*101. Please o	copy the recomm	nendation for t	he Best Call C	enter Manager ı	nominee here
102. Do you wis	sh to add anothe	er recommenda	ation?		Y
Yes					

Nor	ninate Again
	103. Would you like to nominate an individual for Best Customer Service Business
Lea	ader?
0	Yes, Best Customer Service Business Leader
0	No additional nominations, I'm finished.

Nho is providing this secondary recommendation?  Please copy the secondary recommendation for the Best Call Center Managemee here:  3. Would you like to nominate an individual for Best Customer Service Businer?  Is, Best Customer Service Business Leader  Is additional nominations, I'm finished.	or the Best Call Center Manager
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additional nominations, I'm finished.	

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07. What is y	our business rel	ationship witl	n the nominee?		
08. Name and	d Contact Inform	nation for Bes	t Call Center B	ısiness Leade	r Nominee
any					

\*109. Based on the criteria below please explain in 1,000 words or less why the colleague or business partner you are nominating should win this award:

#### **Best Call Center Business Leader**

- •Evidence of lateral and innovative thinking in boosting the customer experience
- •An uncanny knack of keeping the concerns of the customer at the top of the "boardroom agenda", which has the respect of other senior managers
- •A proven "before and after" strategy, as evidenced by the improvements within the contact center and the elevated customer experience during the business leader's tenure
- •A conspicuous and sustained interest in customer feedback
- •Strong communication skills and evidence of good managerial practices, including teamwork, motivation, and support
- •Evidence of financial growth through outstanding customer service management

\*110. Nominations require a recommendation from an employee of the business leader. Who is providing this recommendation?

Name	
Title	
Company	
Email	
Phone	

Nominati	on Form - Profe	ssional Awards	;	
*111. Plo	ease copy the recon here:	nmendation for the	Best Call Center I	Business Leader
another e  Name  Title  Company	xecutive within the	organization. Who	is providing this re	ecommendation?
Email [				
Phone				

Nomination Form - Professional Awards	
*113. Please copy the recommendation for the Best Call Center Busine nominee here:	ss Leader
	_
	▼
114. Do you wish to add another recommendation?	
C Yes	
○ No	

Nominate Again
*115. Would you like to nominate another individual for Best Customer Service Business Leader?
Another Best Customer Service Business Leader
O No additional nominations, I'm finished.

Nomina	Nomination Form - Professional Awards				
Busines	ss Leader Additional Recommendation 1st Nomination				
116. Wh	o is providing this secondary recommendation?				
Name					
Title					
Company					
Email					
Phone					
117. Ple	ase copy the secondary recommendation for the Best Call Center Business				
Leader	nominee here:				
*118. V	Would you like to nominate another individual for Best Customer Service Business				
	er Best Customer Service Business Leader				
	ditional nominations, I'm finished.				
€ NO ado	Juona nominauono, i in illiisticu.				

Nomina	Nomination Form - Professional Awards				
Your B	Your Best Call Center Business Leader 2nd Nominee				
*119.	What is your business relationship with the nominee?				
*120	Name and Contact Information for Best Call Center Business Leader Nominee				
Name	Name and Contact information for Best Can Center Business Leader Nominee				
Company					
Title Phone					
Email					

\*121. Based on the criteria below please explain in 1,000 words or less why the colleague or business partner you are nominating should win this award:

#### **Best Call Center Business Leader**

- •Evidence of lateral and innovative thinking in boosting the customer experience
- •An uncanny knack of keeping the concerns of the customer at the top of the "boardroom agenda", which has the respect of other senior managers
- •A proven "before and after" strategy, as evidenced by the improvements within the contact center and the elevated customer experience during the business leader's tenure
- •A conspicuous and sustained interest in customer feedback
- •Strong communication skills and evidence of good managerial practices, including teamwork, motivation, and support
- •Evidence of financial growth through outstanding customer service management

\*122. Nominations require a recommendation from an employee of the business leader. Who is providing this recommendation?

Name	
Title	
Company	
Email	
Phone	

24. Nominations require a recommendation from the business leader's superior ther executive within the organization. Who is providing this recommendation any	3. Please nee here:	ommendation	for the Best	Call Center	Business	Leader
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Nomination Form - Professional Awards	
*125. Please copy the recommendation for the Best Call Center B nominee here:	usiness Leader
	<u> </u>
	Y
126. Do you wish to add another recommendation?	
○ Yes ○ No	

Nominate Again	
*127. Would you like to nominate another individual for Best Customer Service Busines	SS
Leader?	
C Another Best Customer Service Business Leader	
O No additional nominations, I'm finished.	

	on Form - Professional Awards
usiness	Leader Additional Recommendation 2nd Nomination
128. Who is	s providing this secondary recommendation?
Name	
Title	
Company	
Email	
Phone	
	e copy the secondary recommendation for the Best Call Center Business
Leader nor	minee here:
	uld you like to nominate another individual for Best Customer Service Business
Leader?	
Another Be	st Customer Service Business Leader
	nal nominations, I'm finished.

Your Best Call Center Business Leader 3rd Nominee					
*131. What is your business relationship with the nominee?					
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\*133. Based on the criteria below please explain in 1,000 words or less why the colleague or business partner you are nominating should win this award:

#### **Best Call Center Business Leader**

- •Evidence of lateral and innovative thinking in boosting the customer experience
- •An uncanny knack of keeping the concerns of the customer at the top of the "boardroom agenda", which has the respect of other senior managers
- •A proven "before and after" strategy, as evidenced by the improvements within the contact center and the elevated customer experience during the business leader's tenure
- •A conspicuous and sustained interest in customer feedback
- •Strong communication skills and evidence of good managerial practices, including teamwork, motivation, and support
- •Evidence of financial growth through outstanding customer service management

\*134. Nominations require a recommendation from an employee of the business leader. Who is providing this recommendation?

Name	
Title	
Company	
Email	
Phone	

Nomina	tion Form - Professional Awards
	Please copy the recommendation for the Best Call Center Business Leader
nomine	e nere:
	<b>▼</b>
¥400 N	
	lominations require a recommendation from the business leader's superior or
	executive within the organization. Who is providing this recommendation?
Name	
Title	
Company	
Email	
Phone	

Nomination Form - Professional Awards	
*137. Please copy the recommendation for the Best Call Center Bu nominee here:	siness Leader
	<u>~</u>
138. Do you wish to add another recommendation?	
© Yes	
O No	

Nominat	Nomination Form - Professional Awards					
Busines	s Leader Additional R	ecommendation	3rd Nomination			
139. Who is providing this secondary recommendation?						
Name						
Title						
Company						
Email Phone						
	ase copy the secondary r nominee here:	ecommendation fo	r the Best Call Cen	iter Business		
				~		

### Thank You!

Thank you for your nomination(s)! If your nomination(s) are selected as a finalist(s), you will be notified by Friday, March 8th, 2013. At that time, we will ask for you to confirm that the individual nominated is currently eligible for the award (still employed within the organization's contact center). If they become a finalist, they will be asked to join us for the award dinner at ACCE on May 14, 2013 in Seattle, WA!

Don't forget if you nominated an individual for Best Call Center Agent or Best Call Center Supervisor you can also submit any documentation to support the customer experience story that predicated the agent's nomination. This could include the QA evaluation, CSAT survey, customer testimonial, call recording transcript, email/chat transcript, or social media appreciation. Submit upporting materials through the Asset Uploader page. (This is not required.)

Please also make sure to pay the \$25 entry fee per nomination.

If you have any questions or concerns regarding this form or the nomination process, please email awards@icmi.com.

We truly appreciate your efforts in providing us with so much data and information. Best of luck!