

Nomination Form - Professional Awards

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 themselves!) 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.

Nomination Form - Professional Awards

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 writing and signed by the parties hereto.

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

Yes

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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 comply with the requirements of Finalists?

- Yes
- No

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Your Contact Information

***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	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

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

Nomination Form - Professional Awards

Your Best Call Center Agent 1st Nominee

***5. What is your business relationship with the nominee?**

***6. Name and Contact Information for Best Call Center Agent Nominee**

Name

Company

Title

Phone

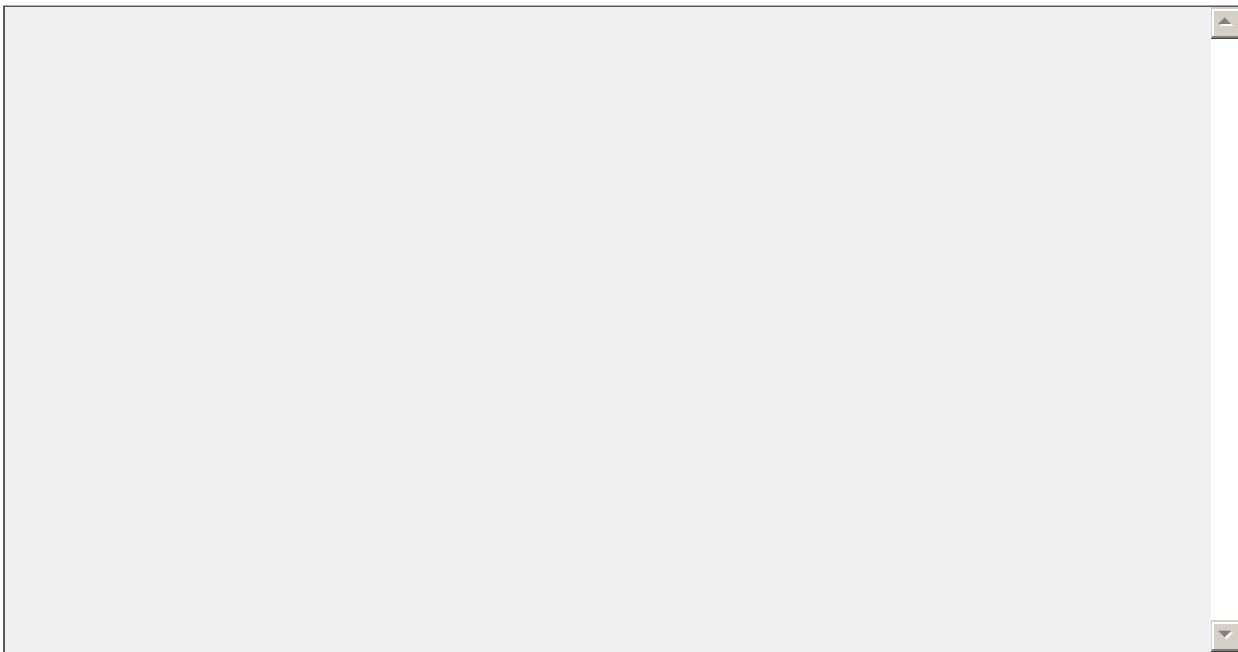
Email

Nomination Form - Professional Awards

***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**



Nomination Form - Professional Awards

***8. Nominations must be based on an actual customer experience story that occurred within the prior 12 months. Please briefly describe that customer experience and the agent's involvement.**

***9. Nominations require a recommendation from management within the agent's organization. Who is providing this recommendation?**

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

Nomination Form - Professional Awards

***10. Please copy the recommendation for the Best Call Center Agent nominee here:**



11. Do you wish to add another recommendation?

- Yes
- No

Nomination Form - Professional Awards

Agent Additional Recommendation 1st Nomination

12. Who is providing this secondary recommendation?

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

13. Please copy the secondary recommendation for the Best Call Center Agent nominee here:

Nomination Form - Professional Awards

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.

Are you submitting supplemental information?

- Yes
- No
- Not Sure Yet

***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.

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

Nomination Form - Professional Awards

Your Best Call Center Agent 2nd Nominee

***16. What is your business relationship with the nominee?**

***17. Name and Contact Information for Best Call Center Agent Nominee**

Name

Company

Title

Phone

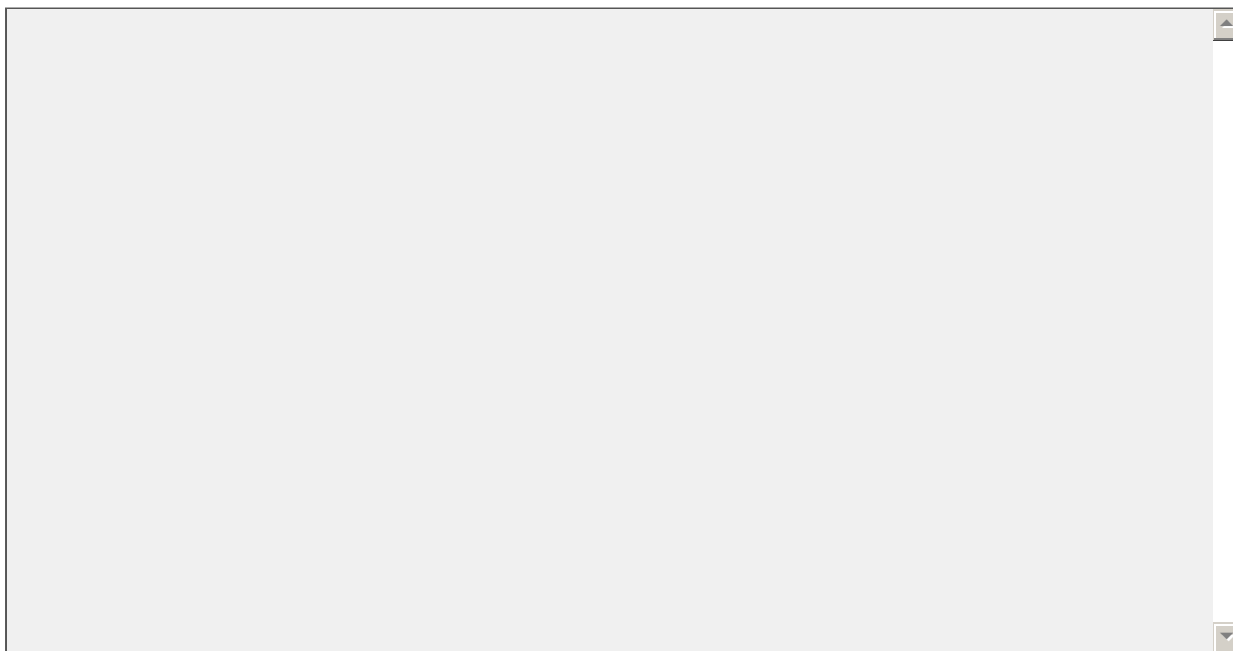
Email

Nomination Form - Professional Awards

***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**



Nomination Form - Professional Awards


***19. Nominations must be based on an actual customer experience story that occurred within the prior 12 months. Please briefly describe that customer experience and the agent's involvement.**

***20. Nominations require a recommendation from management within the agent's organization. Who is providing this recommendation?**

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

Nomination Form - Professional Awards

***21. Please copy the recommendation for the Best Call Center Agent nominee here:**



22. Do you wish to add another recommendation?

- Yes
- No

Nomination Form - Professional Awards

Agent Additional Recommendation 2nd Nomination

23. Who is providing this secondary recommendation?

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

24. Please copy the secondary recommendation for the Best Call Center Agent nominee here:

Nomination Form - Professional Awards

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?

- Yes
- No
- 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.

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

Nomination Form - Professional Awards

Your Best Call Center Agent 3rd Nominee

***27. What is your business relationship with the nominee?**

***28. Name and Contact Information for Best Call Center Agent Nominee**

Name

Company

Title

Phone

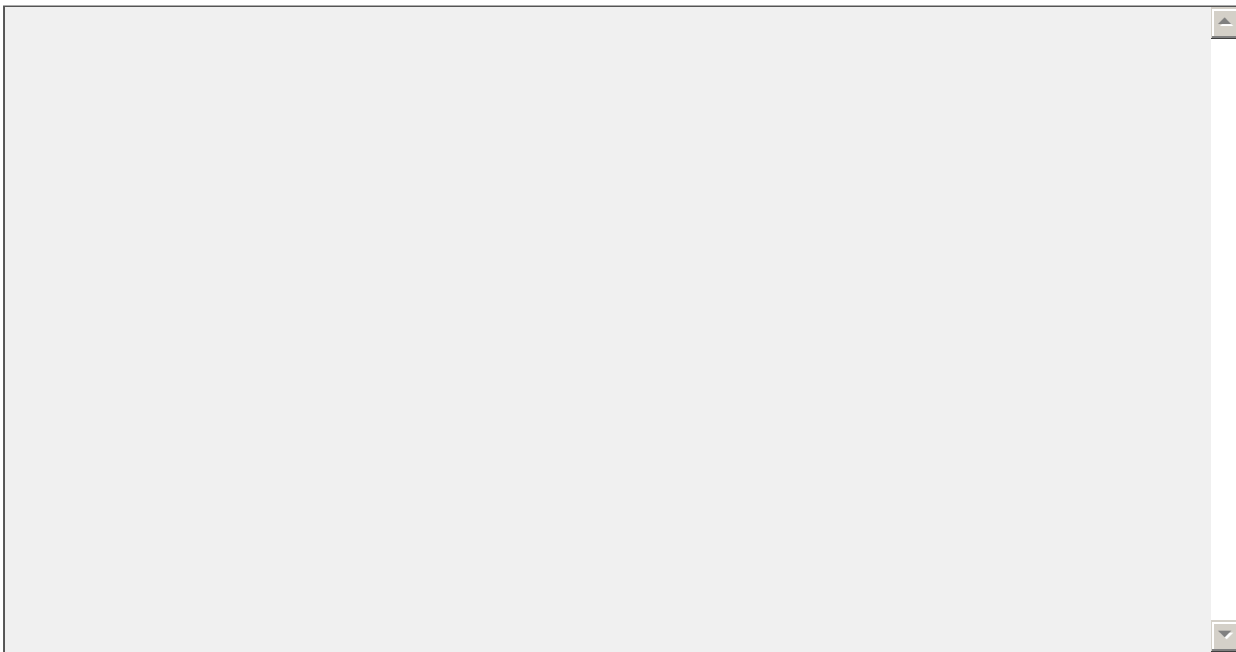
Email

Nomination Form - Professional Awards

***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**



Nomination Form - Professional Awards


***30. Nominations must be based on an actual customer experience story that occurred within the prior 12 months. Please briefly describe that customer experience and the agent's involvement.**

***31. Nominations require a recommendation from management within the agent's organization. Who is providing this recommendation?**

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

Nomination Form - Professional Awards

***32. Please copy the recommendation for the Best Call Center Agent nominee here:**



33. Do you wish to add another recommendation?

- Yes
- No

Nomination Form - Professional Awards

Agent Additional Recommendation 3rd Nomination

34. Who is providing this secondary recommendation?

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

35. Please copy the secondary recommendation for the Best Call Center Agent nominee here:

Nomination Form - Professional Awards

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.

Are you submitting supplemental information?

- Yes
- No
- Not Sure Yet

***37. 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.

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

Nomination Form - Professional Awards

Your Best Call Center Supervisor 1st Nominee

*** 38. What is your business relationship with the nominee?**

*** 39. Name and Contact Information for Best Call Center Supervisor Nominee**

Name

Company

Title

Phone

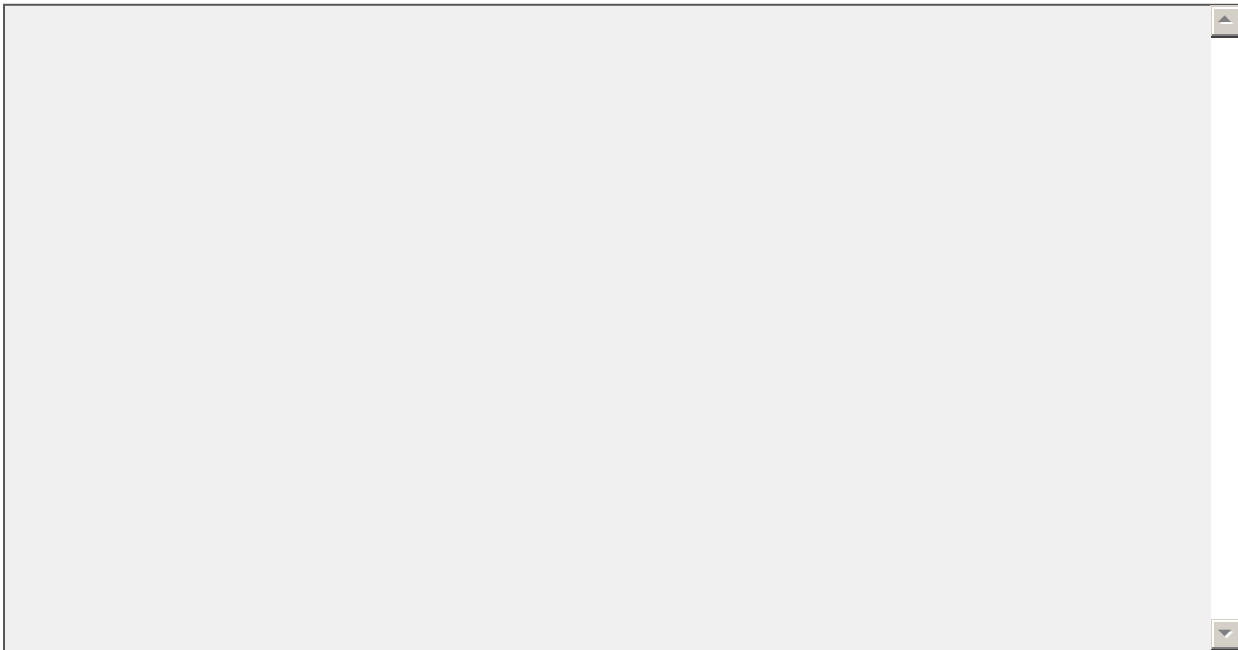
Email

Nomination Form - Professional Awards

***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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***41. Nominations must be based on an actual customer experience story wherein the supervisor either saved a customer interaction or helped an agent dramatically improve their call resolution, CSAT, or overall performance through coaching and mentoring. Please briefly describe that customer experience and the supervisor's involvement.**

***42. Nominations require a recommendation from management within the supervisor's organization. Who is providing this recommendation?**

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

Nomination Form - Professional Awards

***43. Please copy the recommendation for the Best Call Center Supervisor nominee here:**



44. Do you wish to add another recommendation?

- Yes
- No

Nomination Form - Professional Awards

Supervisor Additional Recommendation 1st Nominee

45. Who is providing this secondary recommendation?

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

46. Please copy the secondary recommendation for the Best Call Center Supervisor nominee here:

Nomination Form - Professional Awards

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.

Are you submitting supplemental information?

- Yes
- No
- 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.

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

Nomination Form - Professional Awards

Your Best Call Center Supervisor 2nd Nominee

***49. What is your business relationship with the nominee?**

***50. Name and Contact Information for Best Call Center Supervisor Nominee**

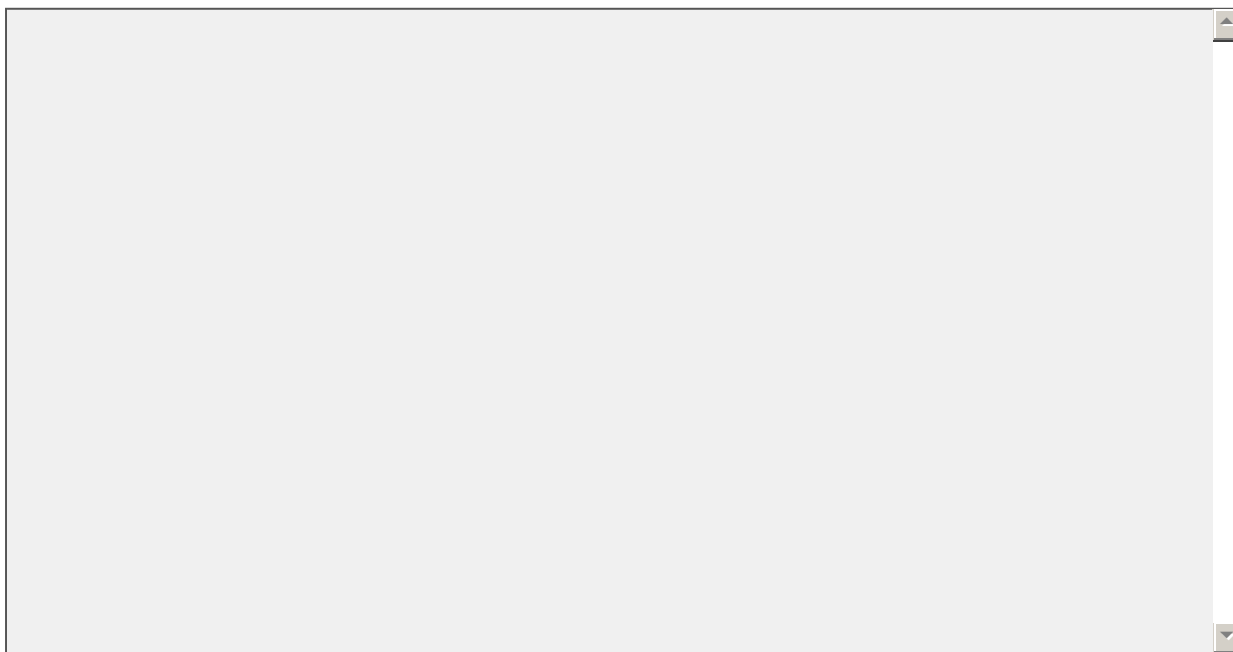
Name	<input type="text"/>
Company	<input type="text"/>
Title	<input type="text"/>
Phone	<input type="text"/>
Email	<input type="text"/>

Nomination Form - Professional Awards

***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**



Nomination Form - Professional Awards

***52. Nominations must be based on an actual customer experience story wherein the supervisor either saved a customer interaction or helped an agent dramatically improve their call resolution, CSAT, or overall performance through coaching and mentoring. Please briefly describe that customer experience and the supervisor's involvement.**

***53. Nominations require a recommendation from management within the supervisor's organization. Who is providing this recommendation?**

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

Nomination Form - Professional Awards

***54. Please copy the recommendation for the Best Call Center Supervisor nominee here:**



55. Do you wish to add another recommendation?

- Yes
- No

Nomination Form - Professional Awards

Supervisor Additional Recommendation 2nd Nominee

56. Who is providing this secondary recommendation?

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

57. Please copy the secondary recommendation for the Best Call Center Supervisor nominee here:

Nomination Form - Professional Awards

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.

Are you submitting supplemental information?

- Yes
- No
- Not Sure Yet

***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.

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

Nomination Form - Professional Awards

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

Title

Phone

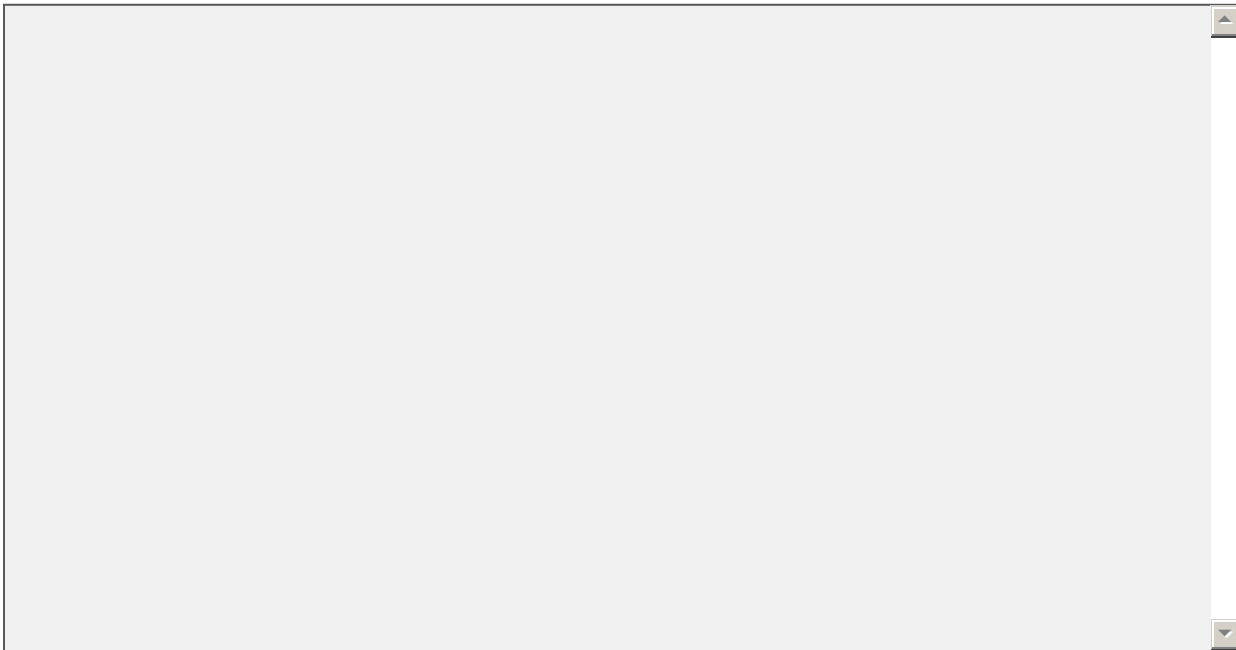
Email

Nomination Form - Professional Awards

***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**



Nomination Form - Professional Awards


***63. Nominations must be based on an actual customer experience story wherein the supervisor either saved a customer interaction or helped an agent dramatically improve their call resolution, CSAT, or overall performance through coaching and mentoring. Please briefly describe that customer experience and the supervisor's involvement.**

***64. Nominations require a recommendation from management within the supervisor's organization. Who is providing this recommendation?**

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

Nomination Form - Professional Awards

***65. Please copy the recommendation for the Best Call Center Supervisor nominee here:**



66. Do you wish to add another recommendation?

- Yes
- No

Nomination Form - Professional Awards

Supervisor Additional Recommendation 3rd Nominee

67. Who is providing this secondary recommendation?

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

68. Please copy the secondary recommendation for the Best Call Center Supervisor nominee here:

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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.

Are you submitting supplemental information?

- Yes
- No
- 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.

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

Nomination Form - Professional Awards

Your Best Call Center Manager 1st Nominee

***71. What is your business relationship with the nominee?**

***72. Name and Contact Information for Best Call Center Manager Nominee**

Name

Company

Title

Phone

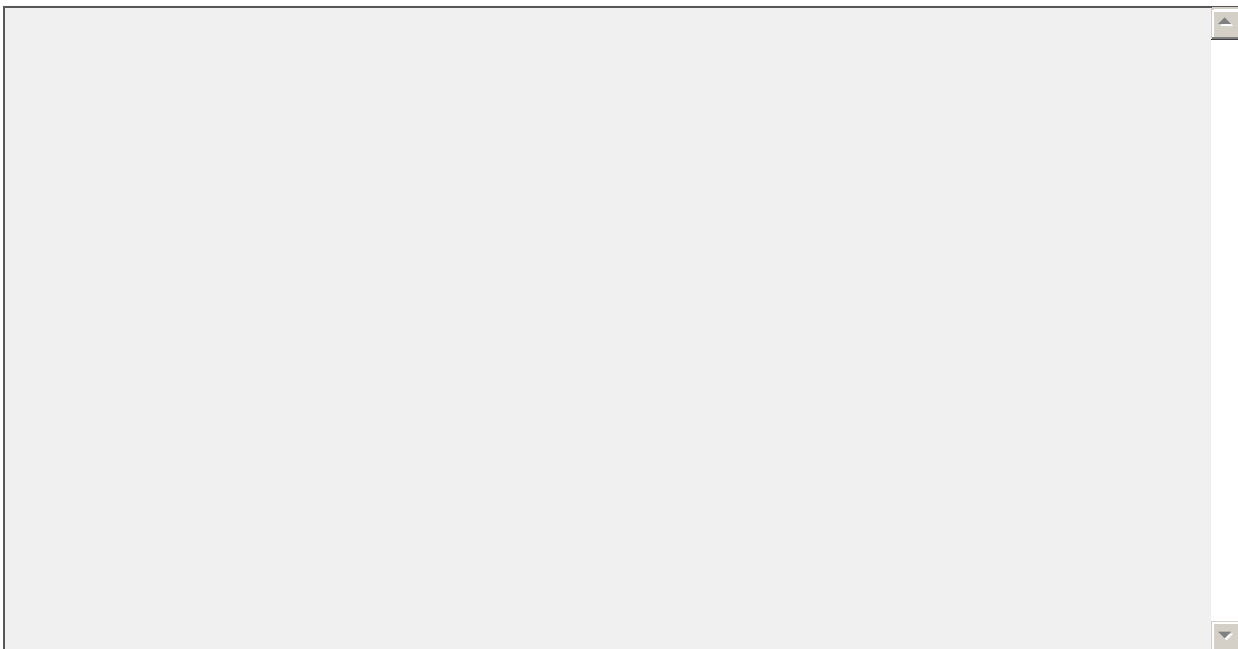
Email

Nomination Form - Professional Awards

***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**



Nomination Form - Professional Awards

***74. Nominations require a recommendation from an employee of the manager. Who is providing this recommendation?**

Name

Title

Company

Email

Phone

***75. Please copy the recommendation for the Best Call Center Manager nominee here:**

***76. Nominations require a recommendation from leadership within the manager's organization. Who is providing this recommendation?**

Name

Title


Company

Email

Phone

Nomination Form - Professional Awards

***77. Please copy the recommendation for the Best Call Center Manager nominee here:**



78. Do you wish to add another recommendation?

- Yes
- No

Nomination Form - Professional Awards

Nominate Again

***79. 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.

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

Nomination Form - Professional Awards

Manager Additional Recommendation 1st Nomination

80. Who is providing this secondary recommendation?

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

81. Please copy the secondary recommendation for the Best Call Center Manager nominee here:

*82. 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.

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

Nomination Form - Professional Awards

Your Best Call Center Manager 2nd Nominee

***83. What is your business relationship with the nominee?**

***84. Name and Contact Information for Best Call Center Manager Nominee**

Name

Company

Title

Phone

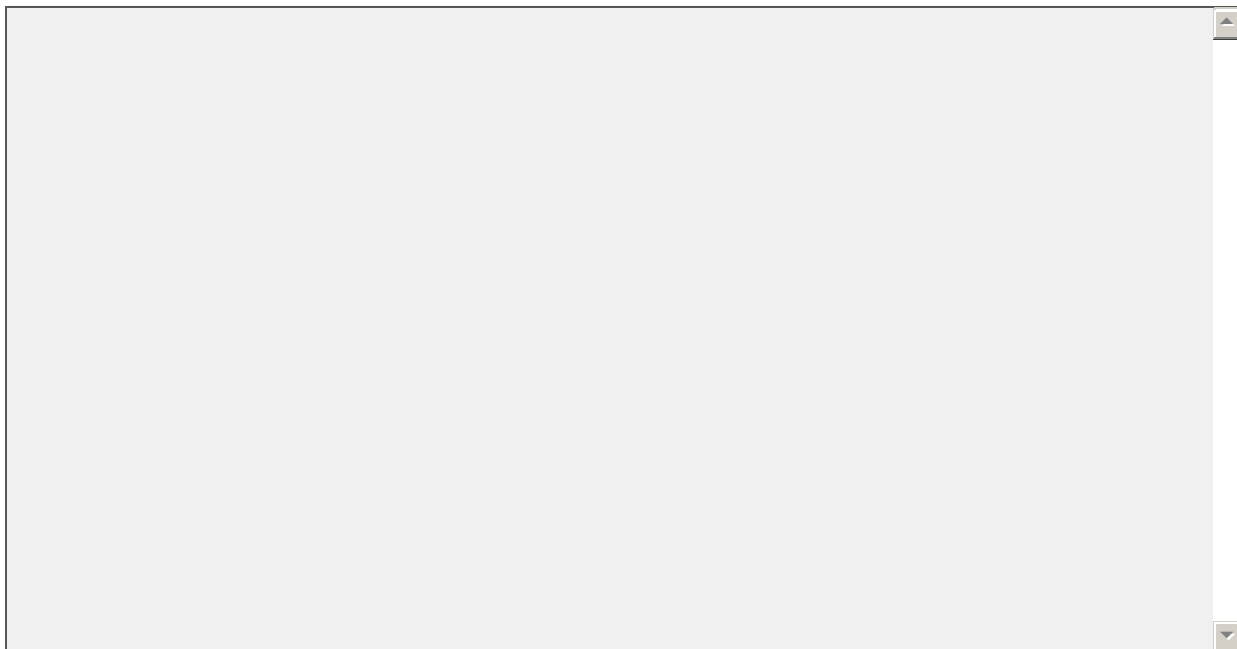
Email

Nomination Form - Professional Awards

***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**



Nomination Form - Professional Awards

***86. Nominations require a recommendation from an employee of the manager. Who is providing this recommendation?**

Name

Title

Company

Email

Phone

***87. Please copy the recommendation for the Best Call Center Manager nominee here:**

***88. Nominations require a recommendation from leadership within the manager's organization. Who is providing this recommendation?**

Name

Title

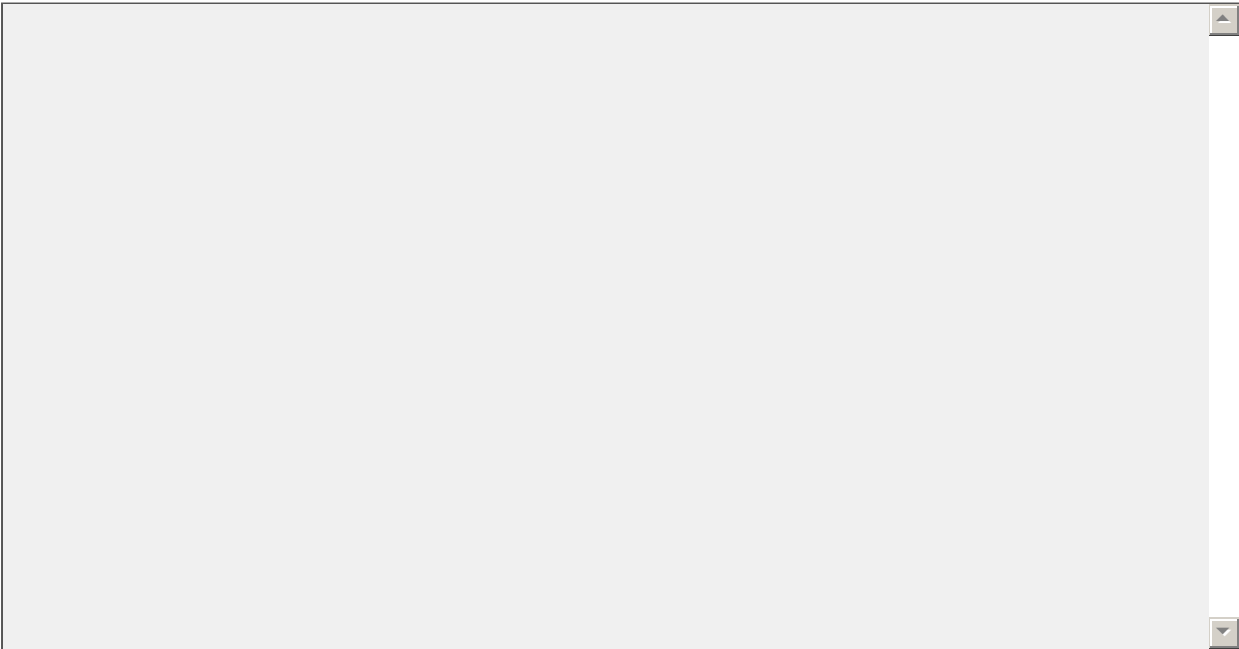
Company

Email

Phone

Nomination Form - Professional Awards

***89. Please copy the recommendation for the Best Call Center Manager nominee here:**



90. Do you wish to add another recommendation?

- Yes
- No

Nomination Form - Professional Awards

Nominate Again

***91. 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.

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

Nomination Form - Professional Awards

Manager Additional Recommendation 2nd Nomination

92. Who is providing this secondary recommendation?

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

93. Please copy the secondary recommendation for the Best Call Center Manager nominee here:

*94. 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.

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

Nomination Form - Professional Awards

Your Best Call Center Manager 3rd Nominee

***95. What is your business relationship with the nominee?**

***96. Name and Contact Information for Best Call Center Manager Nominee**

Name

Company

Title

Phone

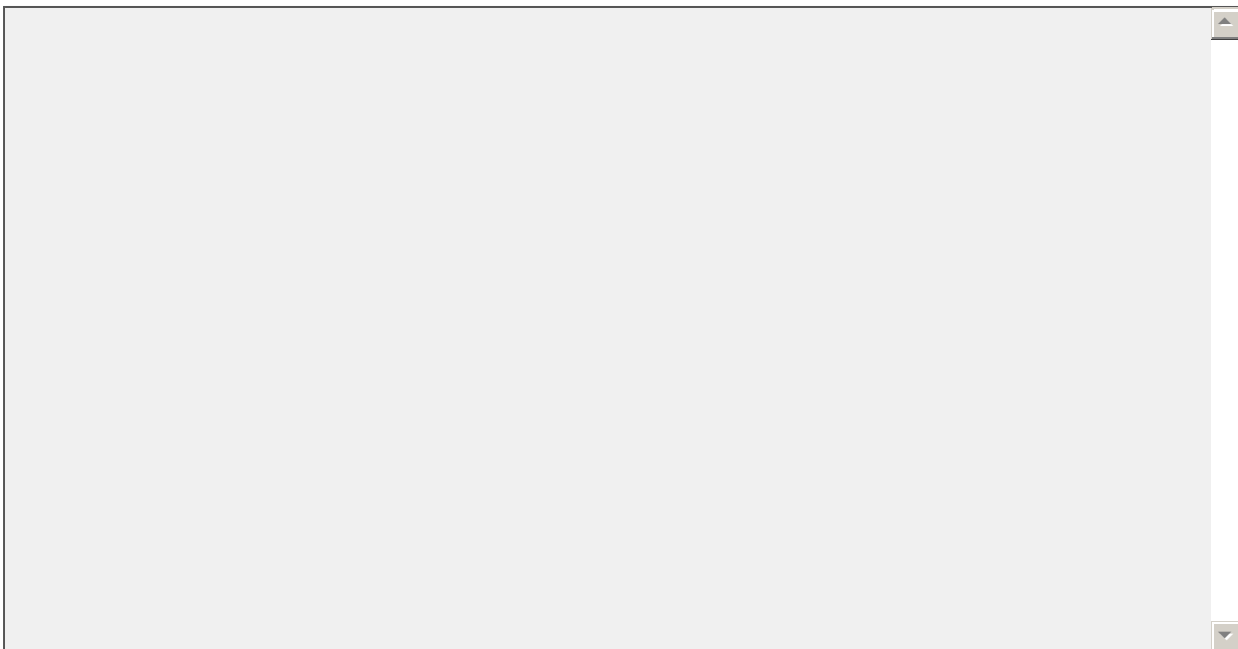
Email

Nomination Form - Professional Awards

***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**



Nomination Form - Professional Awards

***98. Nominations require a recommendation from an employee of the manager. Who is providing this recommendation?**

Name

Title

Company

Email

Phone

***99. Please copy the recommendation for the Best Call Center Manager nominee here:**

***100. Nominations require a recommendation from leadership within the manager's organization. Who is providing this recommendation?**

Name

Title

Company

Email

Phone

Nomination Form - Professional Awards

***101. Please copy the recommendation for the Best Call Center Manager nominee here:**



102. Do you wish to add another recommendation?

- Yes
- No

Nomination Form - Professional Awards

Nominate Again

***103. Would you like to nominate an individual for Best Customer Service Business Leader?**

- Yes, Best Customer Service Business Leader
- No additional nominations, I'm finished.

Nomination Form - Professional Awards

Manager Additional Recommendation 3rd Nomination

104. Who is providing this secondary recommendation?

Name

Title

Company

Email

Phone

105. Please copy the secondary recommendation for the Best Call Center Manager nominee here:

*106. Would you like to nominate an individual for Best Customer Service Business Leader?

- Yes, Best Customer Service Business Leader
- No additional nominations, I'm finished.

Nomination Form - Professional Awards

Your Best Call Center Business Leader 1st Nominee

***107. What is your business relationship with the nominee?**

***108. Name and Contact Information for Best Call Center Business Leader Nominee**

Name

Company

Title

Phone

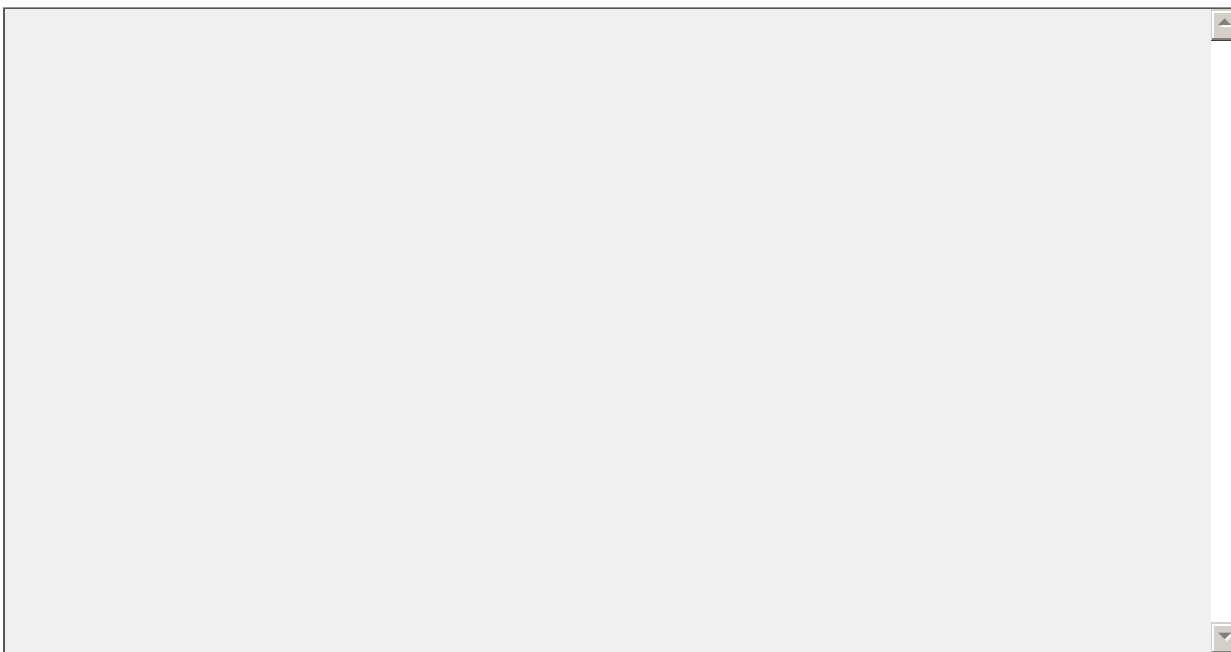
Email

Nomination Form - Professional Awards

***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



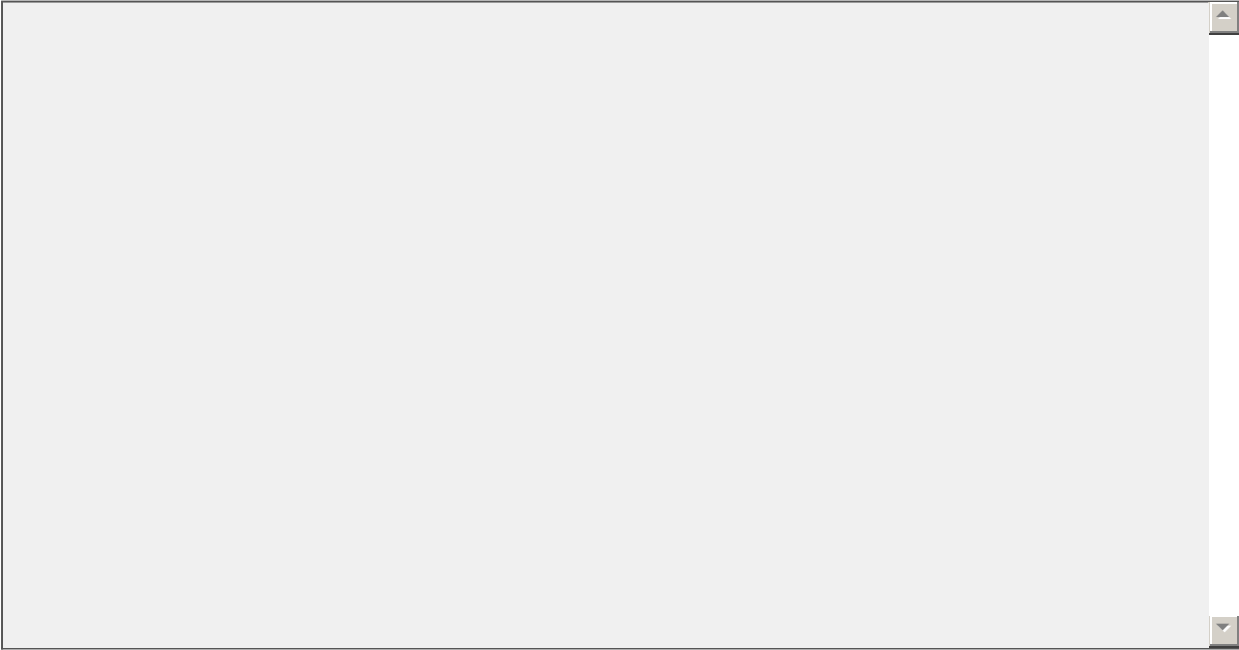
***110. Nominations require a recommendation from an employee of the business leader.**

Who is providing this recommendation?

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

Nomination Form - Professional Awards

***111. Please copy the recommendation for the Best Call Center Business Leader nominee here:**

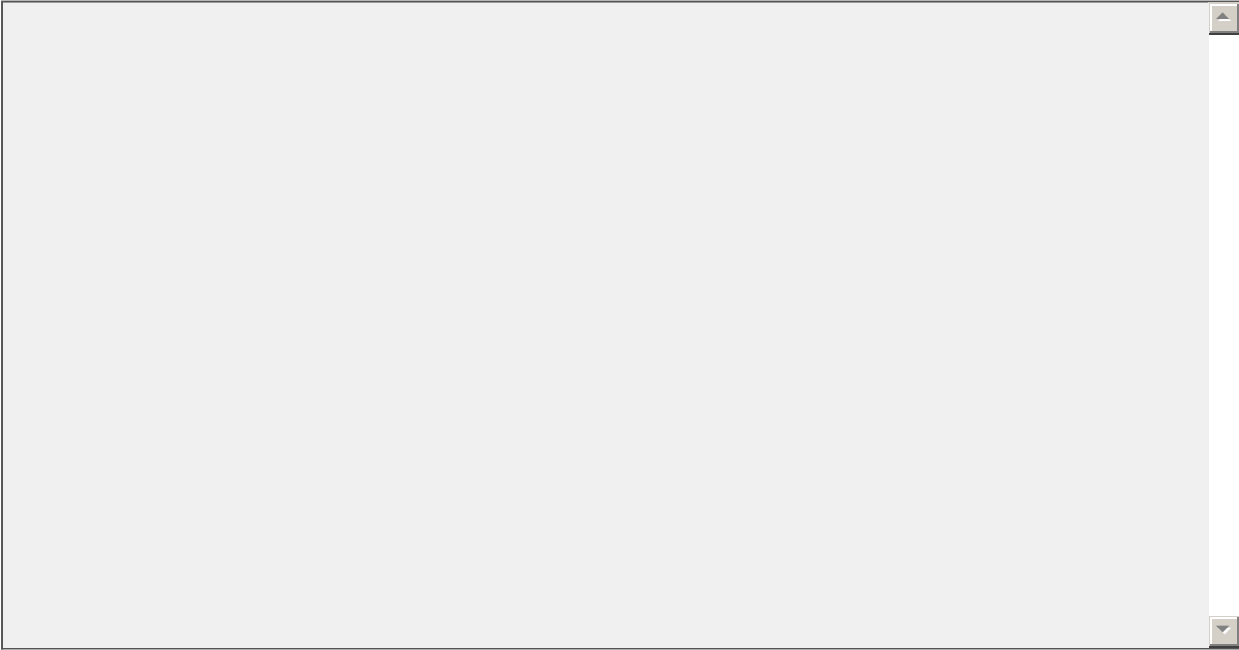


***112. Nominations require a recommendation from the business leader's superior or another executive within the organization. Who is providing this recommendation?**

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

Nomination Form - Professional Awards

***113. Please copy the recommendation for the Best Call Center Business Leader nominee here:**



114. Do you wish to add another recommendation?

- Yes
- No

Nomination Form - Professional Awards

Nominate Again

***115. Would you like to nominate another individual for Best Customer Service Business Leader?**

- Another Best Customer Service Business Leader
- No additional nominations, I'm finished.

Nomination Form - Professional Awards

Business Leader Additional Recommendation 1st Nomination

116. Who is providing this secondary recommendation?

Name

Title

Company

Email

Phone

117. Please copy the secondary recommendation for the Best Call Center Business Leader nominee here:

*118. Would you like to nominate another individual for Best Customer Service Business Leader?

- Another Best Customer Service Business Leader
- No additional nominations, I'm finished.

Nomination Form - Professional Awards

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

Company

Title

Phone

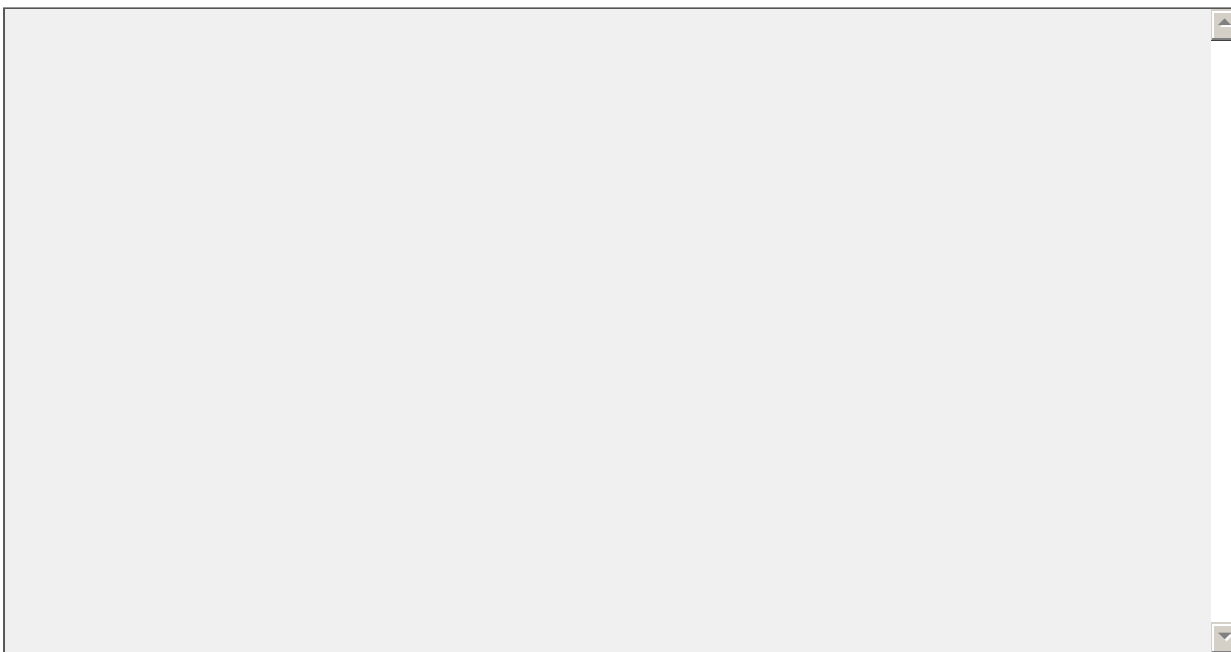
Email

Nomination Form - Professional Awards

***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



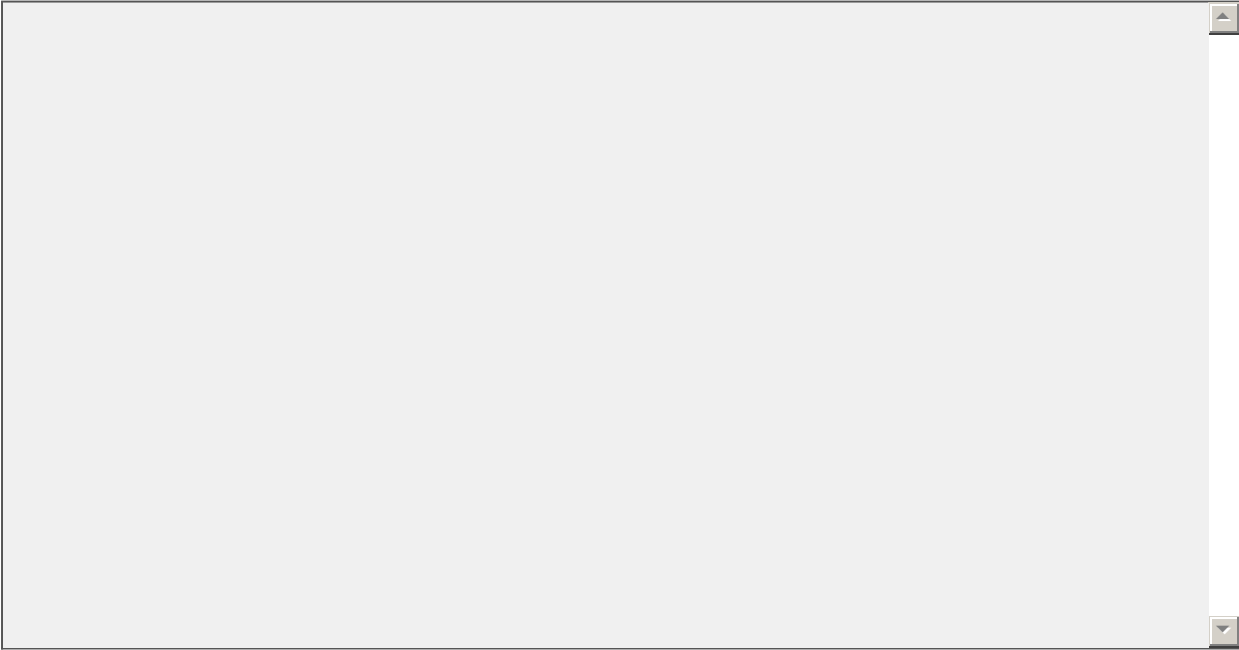
***122. Nominations require a recommendation from an employee of the business leader.**

Who is providing this recommendation?

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

Nomination Form - Professional Awards

*** 123. Please copy the recommendation for the Best Call Center Business Leader nominee here:**

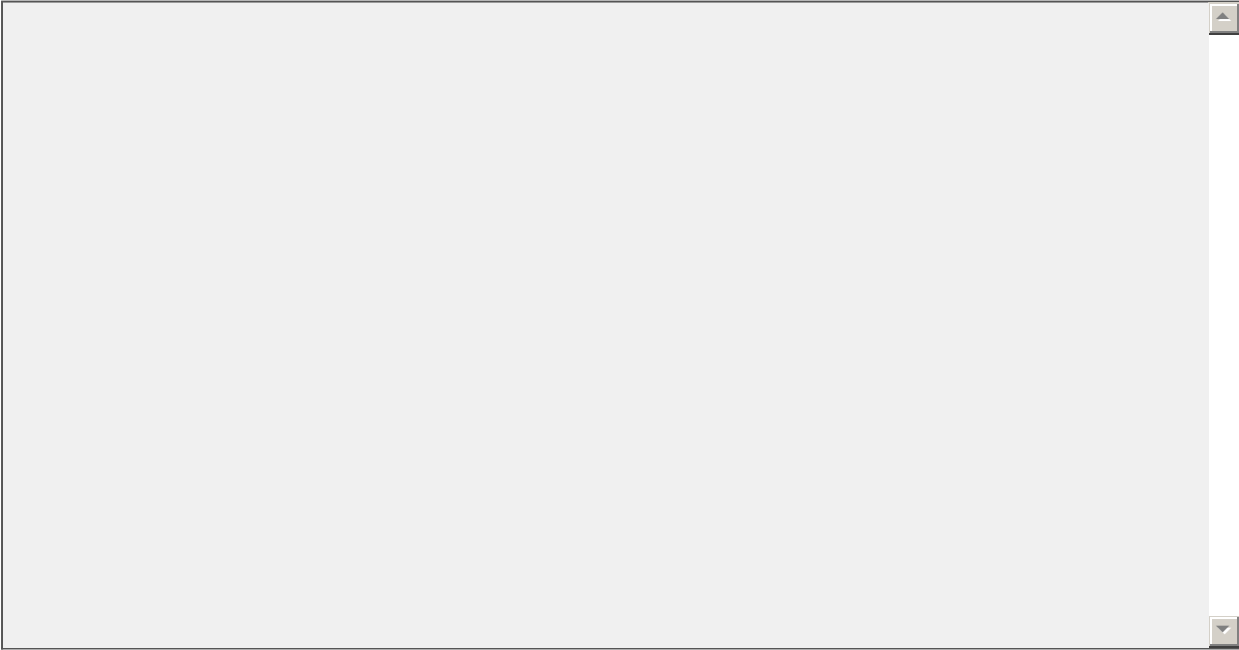


*** 124. Nominations require a recommendation from the business leader's superior or another executive within the organization. Who is providing this recommendation?**

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

Nomination Form - Professional Awards

***125. Please copy the recommendation for the Best Call Center Business Leader nominee here:**



126. Do you wish to add another recommendation?

- Yes
- No

Nomination Form - Professional Awards

Nominate Again

***127. Would you like to nominate another individual for Best Customer Service Business Leader?**

- Another Best Customer Service Business Leader
- No additional nominations, I'm finished.

Nomination Form - Professional Awards

Business Leader Additional Recommendation 2nd Nomination

128. Who is providing this secondary recommendation?

Name

Title

Company

Email

Phone

129. Please copy the secondary recommendation for the Best Call Center Business Leader nominee here:

*130. Would you like to nominate another individual for Best Customer Service Business Leader?

- Another Best Customer Service Business Leader
- No additional nominations, I'm finished.

Nomination Form - Professional Awards

Your Best Call Center Business Leader 3rd Nominee

***131. What is your business relationship with the nominee?**

***132. Name and Contact Information for Best Call Center Business Leader Nominee**

Name

Company

Title

Phone

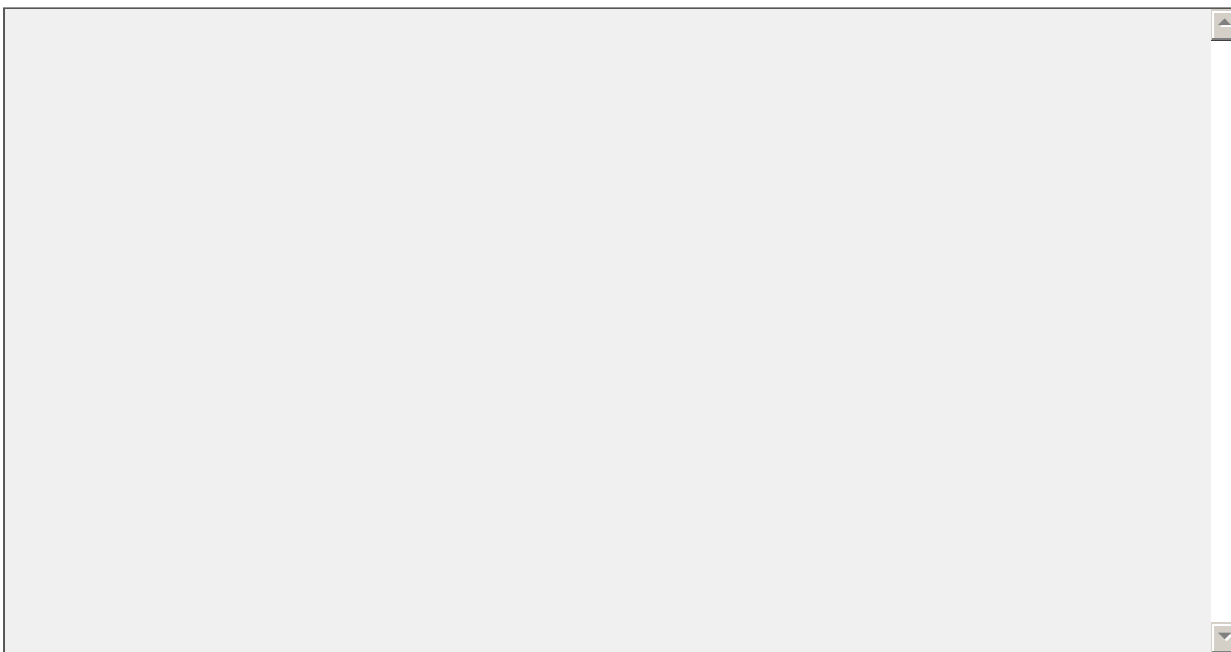
Email

Nomination Form - Professional Awards

***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



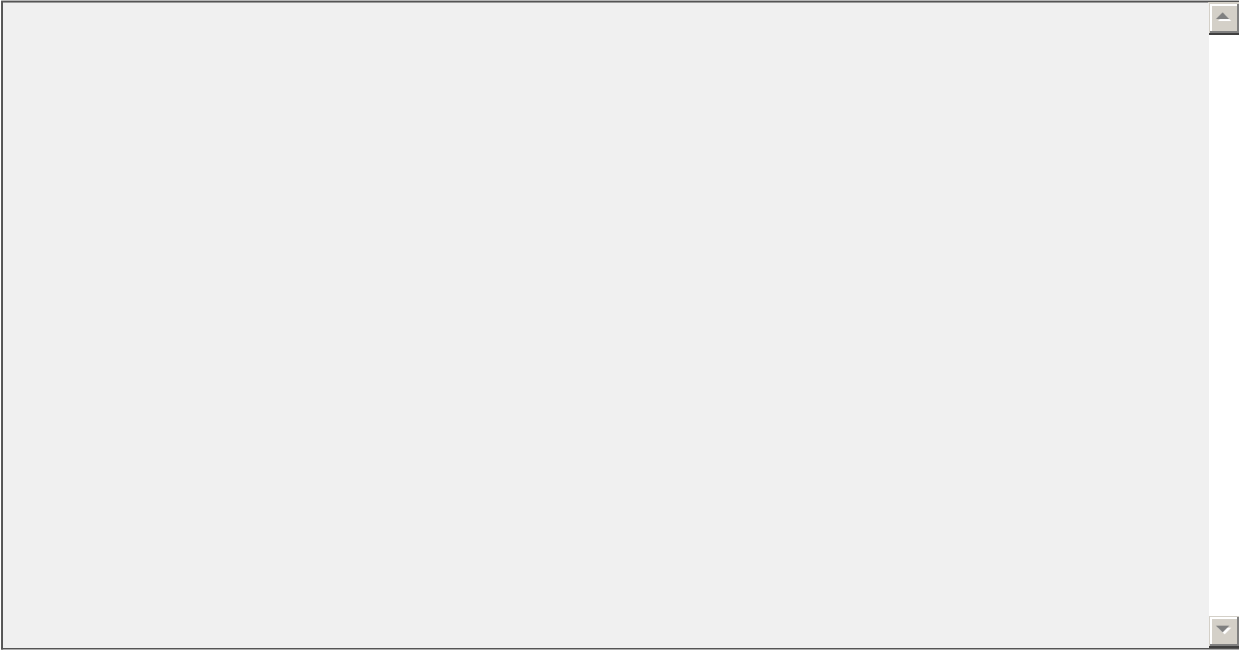
***134. Nominations require a recommendation from an employee of the business leader.**

Who is providing this recommendation?

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

Nomination Form - Professional Awards

*** 135. Please copy the recommendation for the Best Call Center Business Leader nominee here:**



*** 136. Nominations require a recommendation from the business leader's superior or another executive within the organization. Who is providing this recommendation?**

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

Nomination Form - Professional Awards

***137. Please copy the recommendation for the Best Call Center Business Leader nominee here:**



138. Do you wish to add another recommendation?

- Yes
- No

Nomination Form - Professional Awards

Business Leader Additional Recommendation 3rd Nomination

139. Who is providing this secondary recommendation?

Name	<input type="text"/>
Title	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

140. Please copy the secondary recommendation for the Best Call Center Business Leader nominee here:

Nomination Form - Professional Awards

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 supporting 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!