

14TH ANNUAL **STEVIE® AWARDS** FOR SALES & CUSTOMER SERVICE



Awards Banquet and Presentations

Friday, February 28, 2020

Caesars Palace • Las Vegas, Nevada

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SALES PROCESS
TRANSFORMATION

bounteous



Welcome to the 14th annual Stevie® Awards for Sales & Customer Service, the world's top honors for business development, sales, contact center and customer service professionals.

This year the program received more than 2,600 nominations from organizations of all sizes, in virtually every industry, in 48 nations.

From November 2019 through early January this year, more than 180 professionals around the world reviewed, rated and commented on the nominations. Just about 35% of the nominations considered received average scores high enough to qualify as Finalists, all of which will be recognized tonight as Gold, Silver or Bronze Stevie Award winners. All of the judges are acknowledged in this program. We can't run a successful awards program without our volunteer judges, and we can't thank them enough for their participation.

Stevie Awards competitions receive more than 12,000 nominations each year from organizations of every type in more than 70 nations. This spring we're accepting entries for the 7th annual Asia-Pacific Stevie Awards, The 18th Annual American Business Awards®, The 17th Annual International Business Awards®, and the fifth edition of the Stevie Awards for Great Employers.

I invite you to learn more about these and our other competitions at www.StevieAwards.com. Thank you for participating in the 14th annual Stevie Awards for Sales & Customer Service, and for joining us this evening. Best wishes for continued success!

Cordially,

Maggie Gallagher
President, The Stevie Awards

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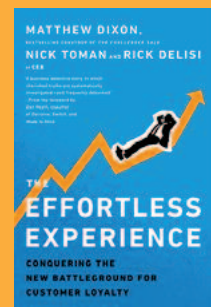
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Banquet and Presentations Agenda

5:15 pm **Awards presentations in this order**

Business Development Awards Categories
Customer Service Success Awards Categories
New Product & Service Awards Categories
Sales Distinction Awards Categories
Solution Provider Awards Categories

6:00 pm **Reception**

7:00 pm **Dinner**

7:30 pm **Awards presentations in this order**

Sales Achievement Awards Categories
Sales Individual Awards Categories
Sales Team Awards Categories
Customer Service & Contact Center Achievement Awards Categories
Customer Service Department Awards Categories
Presentation of the People's Choice Stevie® Awards
for Favorite Customer Service
Customer Service & Contact Center Individual Awards Categories
Customer Service & Contact Center Team Awards Categories

Presentation of the Grand Stevie® Award Trophies



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See the 2020 Gold, Silver, Bronze
Stevie® Award Placements among
the Finalists.



2020 Finalists

5:15 pm Award Presentations

BUSINESS DEVELOPMENT CATEGORIES

Business Development Executive of the Year

Cinch Home Services, Boca Raton, FL USA:
Steve Howard, Vice President of Business Development
Industrial Security Integrators, Herndon, VA USA:
Jason B. Earp, Chief Strategy Officer, Isl

Business Development Professional of the Year

Cinch Home Services, Boca Raton, FL USA:
Kathleen Oetgen, Senior Account Executive

Business Development Achievement of the Year – Financial Services Industries

DenizBank A.S., Istanbul, Turkey:
We maximized our efficiency with KOBİ'Deniz while
keeping our customers happy
EFG Companies, Irving, TX USA:
Staying True to Mission to Achieve Record
Revenue Growth
RAIN Group, Framingham, MA USA:
Accounting firm adds new logos and improves lead
conversion rates by 87%
RAIN Group, Framingham, MA USA:
Chatham Financial increases average deal size 180% by
building business development skills

Business Development Achievement of the Year – Hospitality, Leisure & Tourism Industries

Delta Vacations, Minot, ND USA: Atlas Dashboard

Business Development Achievement of the Year – Services Industries

Cinch Home Services, Boca Raton, FL USA:
Cinch Home Services' Launch of Enhancement
Sales Channel
IBM, Armonk, NY USA:
Transforming the Client Experience, together with Clients
Sydney and West Painting and Rope Access Pty. Ltd.,
Winmalee, NSW Australia:
2019 Business development Achievements

Business Development Achievement of the Year – Technology Industries

AWS, Seattle, WA USA: Largest Partner Deal Closed for
AWS and DXC Technology
Pushpay, Redmond, WA USA:
Personalized Customer Care in the Digital Age

Business Development Achievement of the Year – All Other Industries

Pan American Energy, Buenos Aires, Argentina:
AXION energy and Castrol alliance
Purpol Marketing Limited, Chippenham, United Kingdom:
Denise O'Leary's Business Development Achievements

CUSTOMER SERVICE SUCCESS CATEGORIES

Customer Service Success – Business Service Industries

CT Corporation, New York, NY USA:
Transforming Interactions to Empower Customers
Dell Technologies, Roundrock, TX USA: Regional Contact
Center Shared Services – Dell Technologies
First Advantage, Atlanta, GA USA: Delivering Top Tier
Support: First Advantage Diamond Customer Care
Learning Pool, Derry, United Kingdom:
Learning Pool – Customer centricity to be proud of

Customer Service Success – Financial Service Industries

Fundbox, San Francisco, CA USA: Helping Small Business
Customers Survive, Through Hoops and High Water
Nasdaq Governance Solutions, New York, NY USA:
Nasdaq Governance Solutions Customer Success
OneWest Bank, Pasadena, CA USA:
Committed to the neighborhoods where we live and work

Customer Service Success – Other Service Industries

Board of Certification/Accreditation (BOC),
Owings Mills, MD USA: Improving Customer Service by
Creating a Better BOC Website Experience
HCE South, Charlotte, NC USA:
HCE South – Customer Service and Sales Ethics
Nationwide Immigration Services, New Delhi, India:
Nationwide Immigration Services Customer Service
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CUSTOMER SERVICE SUCCESS CATEGORIES – *Continued*

Customer Service Success – Technology Industries

Blue Ocean Contact Centers, Halifax, NS Canada:
Gazelles in the Mist: Creating an Excellent Tech Support
Experience for Sophos Home

Eazi-Apps, Leicester, United Kingdom: Supporting our
customers with a unique business in a box solution

IBM, Armonk, NY USA:
Flawless execution in support of a divested business

Intellis Labs, New York, NY USA: Succeeding at Customer
Service by Transforming our Client-First Strategy

Masergy, Plano, TX USA: Masergy Customer Service

Patagonia Health, Cary, NC USA:
"Mission Driven and Customer Focused"

SIBME, Houston, TX USA: Our company is built by our
customers for our customers

xneelo (formerly Hetzner), Durbanville, Cape Town,
South Africa: Here to help, 24/7 – Humans at the Heart of
our Hosting Service

Customer Service Success – All Other Industries

HomeServe USA, Norwalk, CT USA:
Improving Workplace Culture Brings World Class Results

Industville, London, United Kingdom:
Excelling in customer service

Simplilearn, San Francisco, CA USA:
Learning to Learner Experience – Our Journey to
Customer Service Success

NEW PRODUCT & SERVICE CATEGORIES

Business Intelligence Solution – New

Flipkart Private Limited, Bengaluru, Karnataka, India:
Combining technology and service to revolutionize key
account management in Indian e-commerce industry

IBM, Armonk, NY USA: Agile Champion (AC) Bot

PayMotion, Victoria, BC Canada: PayMotion:
Merchant Processing & Ecommerce Solution

Randstad RiseSmart, San Jose, CA USA:
Randstad RiseSmart's Career Development platform
boosts employee and retention through a combination of
microlearning and human coaching.

Business Intelligence Solution – New Version

Confirmit, London, United Kingdom:
Smarter Business Intelligence: Shifting BI from measuring
reality to changing reality

IBM, Armonk, NY USA:
IBM Sales Dashboard – Prescriptive Analytics for Sales

NICE, Hoboken, NJ USA:
NICE Automation Finder – Intelligent Business Process
Opportunity Discovery

TELUS International, Las Vegas, NV USA:
TELUS International's Customer Journey Analytics

Collaboration Solution – New

IBM, Armonk, NY USA:
Business Partner Connect – Leveraging AI to
Enable Collaboration

IBM, Armonk, NY USA:
Global Sales Incentives (GSI) Event Tracker

John Hancock Financial Services, Boston, MA USA:
JH ZOOM – Zeroing in On Our Moments that Matter Most!

Collaboration Solution – New Version

Front, San Francisco, CA USA:
Meet Front – the platform saving people 6 hrs every week
(through their inbox)

IBM, Armonk, NY USA: IBM Engage Support Wall of Work

John Hancock Financial Services, Boston, MA USA:
On the cutting EDGE of customer service

Nextiva, Scottsdale, AZ USA:
Nextiva Updates NextOS, A Best-In-Class
Collaboration Tool

Contact Center Solution – New

HomeServe USA, Norwalk, CT USA:
Creating World Class Employee Culture

Information Network of Kansas, Inc., Topeka, KS USA:
Agent Kay, official chatbot for the State of Kansas

LivePerson, New York, NY USA:
Conversation Builder, the world's first all-in-one platform
for building enterprise-scale chatbots

Nuance Communications, Inc., Burlington, MA USA:
Nuance's Project Pathfinder

Vonage, Holmdel, NJ USA:
CX Cloud Express Enables the Delivery of Unparalleled
Integrated Experiences

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Manager of the Year**

**Amy Shaw
ReceptionHQ**



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NEW PRODUCT & SERVICE CATEGORIES – *Continued*

Contact Center Solution – New Version

Cogito Corporation, Boston, MA USA: Cogito Dialog

Grazitti Interactive, Sunnyvale, CA USA: SearchUnify:
Transforming Self-Service & Contact Centers with
Cognitive Search, Insights and AI-powered Applications

Intuit, Mississauga, ON Canada: Prosperity Hub

Mediatel Data SRL, Bucarest, Romania: Mediatel Data –
Complete Contact Center Platform

NICE inContact, Salt Lake City, UT USA: Your Brand's
(and Bottom Line's) Superhero: NICE inContact CXone

UJET, San Francisco, CA USA:
UJET Customer Support Platform

CRM Suite – Enterprise – New Version

Pegasystems Inc., Cambridge, MA USA:
Bringing Pega Infinity Further Into the Future With Smarter,
More Collaborative Features.

Incentive Management Solution – New

IBM, Armonk, NY USA: IBM GSI Data Lake for making timely
and data-driven business decisions.

IVR or Web Service Solution – New

HomeServe USA, Norwalk, CT USA: Creating Customer
Friendly Automation through Smart IVR's

IBM, Armonk, NY USA:
ARCC – Improving Compliance and Information Flow

Nuance Communications, Inc. Burlington, MA USA:
Nuance Lightning Engine

IVR or Web Service Solution – New Version

IBM, Armonk, NY USA: Business Partner/Direct Systems
Ordering Portal: Simplicity in Action

Inference Solutions, San Francisco, CA USA:
Inference Solutions Intelligent Virtual Agents platform

KT, Seoul, South Korea: KT's Consultation Assistant/User
Identification using Voice-recognition

Marketing Solution – New

Advantexte Learning Solutions, West Conshocken, PA USA:
The Santa Simulation

IBM, Armonk, NY USA:
Clarity – Competitive Insights Engine driven by AI

ZoomInfo Powered by DiscoverOrg, Vancouver, WA USA:
ZoomInfo Enrich

Marketing Solution – New Version

PT Perusahaan Gas Negara, Tbk., Jakarta, Indonesia:
More Than Just a Utility Company' Digital
Marketing Solutions

Relationship Management Solution – New

DenizBank A.S., Istanbul, Turkey: Maximized efficiency with
KOBI'Deniz while keeping customers happy

Relationship Management Solution – New Version

Impartner, South Jordan, UT USA: Impartner Fills an Industry
Gap with PRM for Microsoft Dynamics 365

Sales Automation Solution – New

IBM, Armonk, NY USA: New Generation of Legal Support

Sales Enablement Solution – New

Garanti Bank A.S., Istanbul, Turkey: One Stop Shop Insurance

IBM, Armonk, NY USA: Apttus MAX with Watson

Regalix, Palo Alto, CA USA: Regalix Nytro

Veeam, Baar, Switzerland:
Easy Money Enablement Program for Renewals Teams

Sales Enablement Solution – New Version

Bigtincan, Waltham, MA USA: Bigtincan's Sales Enablement
Automation Platform, Bigtincan Hub

Brainshark, Waltham, MA USA: Brainshark Premier

IBM, Armonk, NY USA: Winning with WinSights –
client proposals built with speed and quality

MindTickle, San Francisco, CA USA:
MindTickle AI-Enhanced Virtual Role Play Missions

Sales Partnerships, Inc., Broomfield, CO USA:
Pathfinder 2.0 - Territory Visualization Suite

Showpad, Chicago, IL USA: Combining training, coaching
and content for the best buyer experience

Upland Software, Plymouth, MA USA: Elevating Enterprise
Sales Optimization to Win More Deals. Faster

Veeam, Baar, Switzerland: High Velocity Onboarding Program
for Inside Sales

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Contact Center or Customer Service Outsourcing Provider of the Year

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**Learning
& Talent Services**



**Technology
& Software**



**CX Innovation
Lab**

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NEW PRODUCT & SERVICE CATEGORIES – *Continued*

Sales & Marketing Mobile Application – New

Chorus.ai, San Francisco, CA USA:

Chorus uses AI to optimize sales coaching on-the-go

QNB Finansbank, Istanbul, Turkey:

QNB Finansbank's mobile application for QNB First Digital

Tani, Istanbul, Turkey: Chippin Mobile Shopping App

Sales Performance Management Solution – New

IBM, Armonk, NY USA: PERFORM Pipeline Assessment

Sales Performance Management Solution – New Version

Garanti BBVA, Istanbul, Turkey: Compass 2.0

IBM, Armonk, NY USA:

Saving time and delivering improved performance with GIA

Xvoyant, West Jordan, UT USA:

Xvoyant Sales Performance Improvement Platform

Customer Service or Sales Book of the Year

Forrest Performance Group, Fort Worth, TX USA:

'The Mindset of a Sales Warrior' by Jason Forrest

Purpol Marketing Limited, Chippenham, United Kingdom:

'WINNER, How to Win Business Awards'

by Denise O'Leary

Customer Service Training Product of the Year

Learning Tribes, Miami, FL USA:

What's in your wallet? |The power video training

Sales Training Product of the Year

ValueSelling Associates, Rancho Santa Fe, CA USA:

eValueSelling Fundamentals

Vengreso, San Francisco, CA USA: Selling with LinkedIn &

Sales Navigator for Teams is a Winner

SALES DISTINCTION CATEGORIES

Sales Distinction of the Year – Computer Services

IBM, Armonk, NY USA:

Smart Revenue through Sales Management Support

Sales Distinction of the Year – Computer Software

Clarabridge, Great Falls, VA USA:

Clarabridge North American Sales team Turnaround

Envoy, San Francisco, CA USA: Viral Sensation to Sustained

Growth: Selling a Better Workplace Experience

Sales Distinction of the Year – Financial Services

Sales Partnerships, Inc., Broomfield, CO USA:

Crushing targets in financial services sales with an impossible target market

Sales Partnerships, Inc., Broomfield, CO USA:

Success selling financial products to more than 1M brick and mortar US businesses face to face

SBI Cards and Payment Services Limited, Mumbai, India:

SBI Cards Project Shikhar

Sales Distinction of the Year – Hospitality & Tourism

Delta Vacations, Minot, ND USA:

Delta Vacation Record-Setting Results

Sales Distinction of the Year – All Other Industries

Locks Lash, Melbourne, VIC Australia:

Leading supplier and trainer in the Lash industry for Australia

New Age Beverages, Budapest, Hungary:

Online recruiting video system

SOLUTION PROVIDER CATEGORIES

Sales Consulting Practice of the Year

Guidebook, Inc., San Francisco, CA USA:

Predicting Customer Needs

Integrity Solutions, Nashville, TN USA: Rise Up, Together.

The Brooks Group, Greensboro, NC USA:

The Brooks Group multiple new offerings

Tyson Group, Columbus, OH USA: Away-Game Selling

Visualize, Inc., Birmingham, MI USA:

Guiding Sales Leaders to Results



CONGRATS TO OUR COLLEAGUES!

We're proud to recognize the Tivity Health® Contact Center for demonstrating excellence in three categories:

SALES MANAGEMENT TEAM OF THE YEAR

Tivity Health Sales Management Team

SALES TRAINING OR COACHING PROGRAM OF THE YEAR -- ALL OTHER INDUSTRIES

Tivity Health Sales Training and Coaching Program

FRONT-LINE CUSTOMER SERVICE PROFESSIONAL OF THE YEAR -- ALL OTHER INDUSTRIES

Beth Klauder - Tivity Health Front-Line Customer Service Professional



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SOLUTION PROVIDER CATEGORIES – Continued

Sales Training Practice of the Year

- Carew International, Inc., Cincinnati, OH USA:
SureTrack™ Training Reinforcement System
- Integrity Solutions, Nashville, TN USA:
Accomplishing amazing things starts with Integrity.
- Janek Performance Group, Las Vegas, NV USA:
Complete sales performance solutions
- MarketBridge, Bethesda, MD USA:
MarketBridge's Credit & Loyalty Sales Training Programs
- PJ Nisbet & Associates, Ltd., United Kingdom:
Largest ValueSelling Framework provider in the EMEA
- RAIN Group, Framingham, MA USA: Award-winning training
that works, sticks, and transfers to the job
- The Brooks Group, Greensboro, NC USA:
Increased coaching and reinforcement capabilities
with multiple offerings
- Visualize, Inc., Birmingham, MI USA:
Helping Clients Visualize and Realize Sales Success
- Wilson Learning, Minneapolis, MN USA: Enduring, Strategic
Sales Effectiveness Partnerships with Global Organizations

Sales Outsourcing Provider of the Year

- Sales Partnerships, Inc., Broomfield, CO USA
- TTEC, Englewood, CO USA

Incentive, Rewards, or Recognition Provider of the Year

- Achievers, Toronto, ON Canada
- HALO Recognition, Long Island City, NY USA
- MarketBridge, Bethesda, MD USA
- WorkStride, New York, NY USA: CHeeRS to Cone Health!

Customer Service or Call Center Training Practice of the Year

- Challenger, Arlington, VA USA:
Effortless Experience Capabilities Builder –
Training Program for Contact Center Reps
- ChowNow, Playa Vista, CA USA:
A Choose Your Own Adventure Training Plan
- Datamatics Global Services Limited, Mumbai, India:
Helped a leading Bank automated their Customer Service
Request process
- Mintly LLC, Indianapolis, IN USA: Line customer service –
a new standard in the recruitment industry

NYC311, New York, NY USA:

Changing Our Contact Center World

TTEC, Englewood, CO USA: TTEC's Agile Approach to
Employee Training Nets Quick Results

Sales or Customer Service Solutions Technology Partner of the Year

- Clarabridge, Great Falls, VA USA
- ConnectLeader, Salem, NH USA
- Conversocial, New York, NY USA
- Coveo, Montreal, QC Canada
- Etech Global Services, Nacogdoches, TX USA
- Helpshift, San Francisco, CA USA
- Interactions, Franklin, MA USA
- LivePerson, New York, NY USA
- Relay Network, Radnor, PA USA
- Reputation.com, Redwood City, CA USA
- SAP, Boston, MA USA
- Tech Defenders, Grand Rapids, MI USA
- Verint, Melville, NY USA

Contact Center or Customer Service Outsourcing Provider of the Year

- Callzilla, Miramar, FL USA
- CGS, New York, NY USA
- Conectys, Bucharest, Romania
- CSS Corp, Milpitas, CA USA
- Modis Bulgaria, Sofia, Bulgaria
- ModSquad, Sacramento, CA USA
- Sitel Group, Miami, FL USA
- Sutherland Global Services Bulgaria, Sofia, Bulgaria
- TELUS International, Las Vegas, NV USA
- TTEC, Englewood, CO USA

Leadership or Management Training Practice of the Year

- Carew International, Inc., Cincinnati, OH USA:
Carew's overall success and commitment to
leadership development
- Wilson Learning, Minneapolis, MN USA:
Developing Vital Sales Leaders

Upcoming Stevie® Awards Deadlines

2020 Asia-Pacific Stevie® Awards



ASIA-PACIFIC
STEVIE® AWARDS

This Stevie Award program recognizes achievement at organizations in the 29 nations of the Asia-Pacific region.

Final Entry Deadline: March 4, 2020

2020 American Business Awards®



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BUSINESS AWARDS®

The top business awards program in the U.S.A., recognizing achievement in every facet of the workplace.

Final Entry Deadline: March 11, 2020

2020 International Business Awards®



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BUSINESS AWARDS®

The world's top business awards program, open to all organizations worldwide.

Early-bird Entry Deadline: April 8, 2020

2020 Stevie® Awards for Great Employers



FOR GREAT
EMPLOYERS

Recognizing the world's best companies to work for and the HR teams and professionals, HR achievements, new products and services, and suppliers who help to create and drive great workplaces.

Early-bird Entry Deadline: April 29, 2020

Women | Future

2020 CONFERENCE

November 12-13, 2020 | Caesars Palace Hotel, Las Vegas
WomenFutureConference.com

Two-day conference addressing the most pressing business issues of tomorrow from the perspective of how they will affect women entrepreneurs, executives, and employees in all industries — their careers and their businesses.

Call for Speakers Deadline: May 1, 2020

2020 Stevie® Awards for Woman in Business



FOR WOMEN
IN BUSINESS

Recognizing the achievements of women executives, entrepreneurs, and the organizations they run.

Early-bird Entry Deadline: July 15, 2020

Learn More and Enter at www.StevieAwards.com



7:30 pm Award Presentations

SALES ACHIEVEMENT CATEGORIES

Award for Innovation in Sales – Business Services Industries

DHL Express India Pvt. Ltd., Mumbai, Maharashtra, India:
DHL Retail's Phygital

IBM, Armonk, NY USA: Sales Action Quadrants

Sales Partnerships, Inc., Broomfield, CO USA:
Machine Learning Integrated with GIS Building Better
Territories While Generating More Sales

Award for Innovation in Sales – Other Service Industries

SomethingNew, LLC, Madison, CT USA:
Talent Acquisition Innovation is in our DNA!

Award for Innovation in Sales – Technology Industries

ACTO, Toronto, ON Canada:
ACTO Life Sciences Commercialization Cloud

IBM, Armonk, NY USA:
BlueSeller – An Intelligent Platform for an
Effective Salesforce

IBM, Armonk, NY USA:
Client Health Insight (CHI) Predictions

IBM, Armonk, NY USA: Contract Language Analyser

SAP, Newtown Square, PA USA: SAP Digital Elite

Award for Innovation in Sales – All Other Industries

Cinch Home Services, Boca Raton, FL USA:
Industry Pioneer, Cinch Enters Enhancement Sales Vertical

Enterprise Fleet Management, St. Louis, MO USA:
Enterprise Fleet Management's New Fleet Replacement
Analysis Tool

Best Use of Technology in Sales

American Tire Distributors, Huntersville, NC USA:
ATD's spark app for customized learning

BMC, Houston TX USA:
Opportunity Confidence – Deal Scoring to Evaluate Risk
and Improve Win Rates

Delta Vacations, Minot, ND USA: Atlas Dashboard

Enterprise Fleet Management, St. Louis, MO USA:
Enterprise Fleet Management's New Fleet Replacement
Analysis Tool

FastSpring, Santa Barbara, CA USA:

FastSpring's Implementation of Video Creation Tool
for Prospecting

IBM Corporation, Armonk, NY USA:

IBM Engage! – Prospecting Insights Feature by
Global Markets Sales Enablement

IBM, Armonk, NY USA:

COPRA – Using machine learning to enhance transaction
pricing and improve seller experience

IBM, Armonk, NY USA:

Transforming Accounts Payable/Receivable using
IBM Watson SC

InfinityQS International, Fairfax, VA USA:

Leveraging a Ready-to-Scale Account-based Marketing
Pilot to Empower Sales and Customer Engagement

Malouf, Logan, UT USA:

Using Custom Software to Foster Growth

PandaDoc, San Francisco, CA USA:

Drinking our Own Kool-Aid to Strengthen our Sales Team

Park Place Technologies, Cleveland, OH USA: Parker Chatbot

Sales Partnerships, Inc., Broomfield, CO USA:

Field Sales Optimization Through Cutting Edge Tools in
GIS and Machine Learning

TTEC, Englewood, CO USA:

Technology and Advanced Analytics Give Complete
Sales Picture, Inside and Out

Inbound Marketing Program of the Year

doeLEGAL, Inc., Wilmington, DE USA:

Competitive Differentiation with Inbound Marketing

Mercer Health & Benefits, Des Moines, IA USA:

NEA Accidental Death and Dismemberment (AD&D)
Cross-sell

Mercer Health & Benefits, Des Moines, IA USA:

NEA Group Term Life Issuance Offer

Chorus.ai, San Francisco, CA USA: Flip the Script:

Driving Inbound Opportunities Through
High-Value Education

DenizBank A.S., Istanbul, Turkey:

Achieving Excellence Balance of Sales and Services

EMI Strategic Marketing, Boston, MA USA:

The Citizens Capital Markets M&A Program:
Using Integrated Content to Accelerate C-suite
Prospect Pipelines



SALES ACHIEVEMENT CATEGORIES – Continued

Sales Enablement Program of the Year

- Delta Vacations, Minot, ND USA:
Optimizing Performance with the Atlas Dashboard
- IBM, Armonk, NY USA: Driving Business Intelligence
Strategies through Data Analysis
- IBM, Armonk, NY USA:
Innovating sales enablement at a global scale
- IBM, Armonk, NY USA: NANO as a Service –
Quality and Speed in Sales Enablement
- JDA Software, Scottsdale, AZ USA:
Driving A Learning Culture & Sales Success Through
Sales Enablement
- Lexmark, Lexington, KY USA:
Improving e-learning courses translation to optimize
productivity and sales enablement
- NCR Corporation, Atlanta, GA USA:
John H. Patterson Academy
- PowerSchool Group, LLC, Folsom, CA USA:
PowerSchool Sales Enablement Program of the Year
- Veeam, Baar, Switzerland:
Easy Money Enablement Program for Renewals Teams

Sales Growth Achievement of the Year

- Cinch Home Services, Boca Raton, FL USA:
Cinch Continues to Lead the Industry In Growth
- Clear Touch, Greenville SC USA:
Clear Touch Sales Team Award
- Delta Vacations, Minot, ND USA:
Delta Vacations Record-Setting Sales Growth
- DenizBank A.S., Istanbul, Turkey:
Denizbank Telemarketing & Retention Channel Exceeds
Sales Goals by 150%
- FieldEdge, Atlanta, GA/Fort Myers, FL USA:
FieldEdge: Growth is About Adapting
- Industrial Security Integrators, Herndon, NJ USA:
Accomplishments of Jason B. Earp,
Chief Strategy Officer, ISI
- SoftPro, Raleigh, NC USA:
SoftPro Gives Users the Right Tools to Succeed
- Tangible Words Ltd., Ottawa, ON Canada:
Tangible Words: A Year of Significant Growth
- WNS (Holdings) Limited, Mumbai, India:
Sales growth achievement of the year

Sales Incentive Program of the Year

- Aksigorta, Istanbul, Turkey:
Aksigorta Games – Sales Incentive Project
- Delta Vacations, Minot, ND USA: The Millionaire Club
- GoDaddy, Scottsdale, AZ USA:
GoDaddy Luminaries – For those who shine brightest
- IBM, Armonk, NY USA: IBM Global Sales Incentives Finance

Sales Meeting of the Year

- GoDaddy, Scottsdale, AZ USA:
GoDaddy Annual Leadership Summit

Sales Process of the Year

- Covestic, Kirkland, WA USA:
Successfully Adopting ValueSelling
- DenizBank A.S., Istanbul, Turkey:
Fastest and Easiest Loan By Phone
- Envoy, San Francisco, CA USA:
Redefining the Office Experience Required Redefining
the Sales Process!
- IBM, Armonk, NY USA:
SaaS Accelerate Program in Asia Pacific
- Sales Partnerships, Inc., Broomfield, CO USA:
The Science of Sales

Sales Recruitment Initiative of the Year

- Sales Partnerships, Inc., Broomfield, CO USA:
SPRecruit – faster recruiting and higher success
- SAP, Newtown Square, PA USA:
SAP Academy for Early Talent

Sales Training or Coaching Program of the Year – Business Services Industries

- Aksigorta, Istanbul, Turkey:
Sales Executive Development Program
- Forrest Performance Group, Fort Worth, TX USA:
The FPG Warrior Selling Certification Program
- Janek Performance Group, Las Vegas, NV USA:
Critical Selling Skills workshop and TOPS Coaching and
Reinforcement program
- Revenue Storm, Schaumburg, IL USA:
Schneider Electric Seizes Market Share with an 8,500%
ROI with Revenue Storm
- Richardson, Philadelphia, PA USA:
Driving a 20% Increase in Close Rate at Outfront Media



SALES ACHIEVEMENT CATEGORIES – *Continued*

Sales Training or Coaching Program of the Year – Other Service Industries

V3 Electric, Sacramento, CA USA:
V3 Electric Sales Training + Coaching Program of the Year

Sales Training or Coaching Program of the Year – Technology Industries

IBM, Armonk, NY USA: Sales Process Academy
Transformation thru #DigitalFactory

Quantum Workplace, Omaha, NE USA:
From Elevator Pitch to Brand Ambassador in 90 Days

SAP, Newtown Square, PA USA:
SAP Academy for Sales Leaders

Veeam, Baar, Switzerland:
High Velocity Onboarding Program for Inside Sales

Sales Training or Coaching Program of the Year – All Other Industries

Lexmark, Lexington, KY USA:
Reaching New Heights for New Hires:
Global Sales Onboarding

RAIN Group, Framingham, MA USA:
SAGE Publishing Commercial Sales Division's 9 Habits
of Extreme Productivity Sales Training Program

Richardson, Philadelphia, PA USA:
Transforming Customer Relationships at Tyson

Tivity Health, Franklin, TN USA: Tivity Health Sales Training or
Coaching Program of the Year

Sales Turnaround of the Year

Clarabridge, Great Falls, VA USA:
North America Sales Team Turns It Around

IBM, Armonk, NY USA: Elastic Capacity on-Demand:
Driving Simplicity and Speed in Infrastructure
Capacity Provisioning

IBM, Armonk, NY USA: Achieving Excellence in Quote to
Cash Process automation for IPVN and Vendor process

Sales Partnerships, Inc., Broomfield, CO USA:
SPI creating success from targets declared valueless

Social Selling Initiative of the Year

PandaDoc, San Francisco, CA USA:
Scaling Up and Getting Social: Sales in the Digital Age

White Paper or Research Report of the Year

The Brooks Group, Greensboro, NC USA:
The Brooks Group's Sales Performance Research Center

Chorus.ai, San Francisco, CA USA:
State of Conversation Intelligence 2020 Report –
Industry Benchmarks for Sales Leaders

Vengreso, San Francisco, CA USA:
The State of Digital Selling is Not Pretty

AWARD FOR ETHICS IN SALES

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The Sales Partnerships Award for Ethics in Sales

MarketsandMarkets, Pune, Maharashtra, India:
MnM Values | World's Largest Revenue Impact Partner

New Heights Educational Group, Inc., Defiance, OH USA:
Everyone deserves a fair and equal education

OneWest Bank, Pasadena, CA USA:
Committed to the neighborhoods where we live and work

Pipeliners Sales, Los Angeles, CA USA:
The Age of the "Salespreneur"

SALES INDIVIDUAL CATEGORIES

Senior Sales Executive of the Year

Bounteous, Chicago, IL USA:
Dave Mankowski, Chief Growth Officer

Celebrity Cruises, Miami, FL USA:
Dondra Ritzenhaler, SVP of Sales, Trade Support &
Service, North America, UK & APAC

Cinch Home Services, Boca Raton, FL USA:
Douglas Stein, EVP & Chief Revenue Officer
Jump-starts Growth

Industrial Security Integrators, Herndon, VA USA:
Jason B. Earp, Chief Strategy Officer

Merrill Corporation, St. Paul, MN USA: Todd Albright,
Global Head of Sales and Chief Revenue Officer

TransPerfect, New York, NY USA:
Kevin Obarski, Chief Revenue Officer

Worldwide Sales Executive of the Year

Covestic, Kirkland, WA USA: Shane Yost, VP of Sales

NCR Corporation, Atlanta, GA USA:
Eric Schoch, SVP of Global Retail Sales



SALES INDIVIDUAL CATEGORIES – *Continued*

National Sales Executive of the Year

Clarabridge, Great Falls, VA USA:
Tom van Gorder, VP North America Sales

NCR Corporation, Atlanta, GA USA:
Chad Bruhn, VP of Sales, North America

PRGX Global, Inc., Atlanta, GA USA:
Amy Andrade, VP of Global Accounts

The Crypsis Group, McLean, VA USA:
Alex Gross, Vice President for Sales

Sales Director of the Year

Bounteous, Chicago, IL USA:
John Telford, SVP of Digital Solutions

NCR Corporation, Atlanta, GA USA:
Matt Andrews, VP North America Sales

OxBlue Corporation, Atlanta, GA USA:
George Clarke, Director of Sales

Sales Partnerships, Inc., Broomfield, CO USA:
Brian Duxbury, Sales Director

Sales Manager of the Year

Allianz Global Assistance, Richmond, VA USA:
Michelle Huffman, Sales Manager

Sales Operations Professional of the Year

Bounteous, Chicago, IL USA:
Noelle Eun, Business Development Manager

Sales Partnerships, Inc., Broomfield, CO USA:
Orion Wiseman, Vice President of Information Services

ServiceNow, Santa Clara, CA USA:
Giles Giddings, Senior Director CSG Enablement – Operations

Sales Training or Education Professional of the Year

Cisco, San Jose, CA USA:
Jodi Harris, Director of Global Onboarding Programs

ON24, San Francisco, CA USA: Mike Thanos, Sr. Director,
Marketing Solutions & Sales Enablement

RAIN Group, Framingham, MA USA: Bob Croston, Veteran
Sales Consultant

Sales Partnerships, Inc., Broomfield, CO USA: Jeff Valentine,
Director, Sales and Training

Sales Representative of the Year – Business Services Industries

GoDaddy, Scottsdale, AZ USA:
Jay Thomas, GoDaddy Sales Representative

Sales Partnerships, Inc., Broomfield, CO USA:
Jamie Bevel, National Sales Manager

Sales Representative of the Year – Other Services Industries

Cinch Home Services, Boca Raton, FL USA:
Jim Thomas, VP of Business Development

Sales Representative of the Year – Technology Industries

Chorus.ai, San Francisco, CA USA:
Kat Nemmers, Senior Account Executive

Sales Representative of the Year – All Other Industries

Allianz Global Assistance, Richmond, VA USA:
Mike Gross, Sales Representative

Gainesville Health & Fitness, Gainesville, FL USA:
Karen Coley-Cannon, Sales Representative and
Fitness Counselor

Woman of the Year in Sales

Cinch Home Services, Boca Raton, FL USA:
Jennifer Gagne, Senior Account Executive

DHL Express Botswana, Gaborone, Botswana:
Patricia Reynolds, Commercial Manager

Modis Bulgaria, Sofia, Bulgaria:
Stela Tocheva, EMEA Sales Director

NCR Corporation, Atlanta, GA USA: Sophia Williams,
VP & GM, Telecom & Technology Business Unit

Sales Partnerships, Inc., Broomfield, CO USA:
Jamie Bevel, National Sales Manager

Tealium, San Diego, CA USA: Laurie Schrager,
VP, Global Revenue Operations, Enablement & Education

TransPerfect, New York, NY USA: Martha Ferro Geller,
Senior Vice President of Strategic Accounts

TTEC, Englewood, CO USA:
Brittany Bell, Director of Sales and Service Delivery

UPMC Health Plan, Pittsburgh, PA USA:
Jessica Williams, Manager, Medicare Sales

V3 Electric, Sacramento, CA USA:
Kacey Cook, Director of Operations

PRESENTATION OF HONORARY GOLD STEVIE AWARD(S)

BY  ValueSelling Associates™



SALES TEAM CATEGORIES

Account Management Team of the Year

- AdCellerant, Denver, CO USA:
AdCellerant Account Management team of the Year
- Bounteous, Chicago, IL USA:
Client Service & Account Management Team
- Cinch Home Services, Boca Raton, FL USA:
Account Team Manages Massive Growth in New Channel

Global Sales Team of the Year

- Merrill Corporation, St. Paul, MN USA:
Merrill's Global Sales Team

National Sales Team of the Year

- Bounteous, Chicago, IL USA:
National Sales Team, North America
- Buildium, Boston, MA USA:
A Banner Year for the Buildium Sales Team
- Clarabridge, Great Falls, VA USA: North America Sales Team
- HomeServe USA, Norwalk, CT USA:
Sales no Fails for HomeServe National Sales Team
- Nova Kreditna banka Maribor, Maribor, Slovenia:
Nova KBM National Sales Team
- Sales Partnerships, Inc., Broomfield, CO USA:
Crushing targets nationwide while working an impossible target market
- SoftPro, Raleigh, NC USA: 35 Years Reigning The Industry
- Valley Forge Fabrics, Fort Lauderdale, FL USA:
The Valley Forge Fabrics Sales Team

Field Sales Team of the Year

- Bounteous, Chicago, IL USA: Bounteous Field Sales Team
- Sales Partnerships, Inc., Broomfield, CO USA:
Nationwide success in the spotlight of Wall Street
- Sales Partnerships, Inc., Broomfield, CO USA: SPI Crushing Targets While Working The Hardest Imaginable Target List

Inside or Telesales Team of the Year

- Allianz Global Assistance, Richmond, VA USA:
National Sales Team
- BNP Paribas, Cardif, Turkey: Designing a new Telesales Team with Segment Based Service Approach
- Concentrix, Fremont, CA USA: An Exploration of Grit, Entrepreneurship, and Business Acumen – Inside Sales
- DenizBank A.S., Istanbul, Turkey:
Highly productive, disciplined and efficient sales channel
- HomeServe USA, Norwalk, CT USA:
Jack's Super Recruitment Telesales Team
- UPMC Health Plan, Pittsburgh, PA USA:
UPMC Telesales Team: Beyond Telesales
- Wolverine Worldwide Contact Center, Richmond, IN USA:
Wolverine Worldwide Inside Sales, From Forgotten to Our Strategic Advantage

Sales Support Team of the Year – Business Services Industries

- IBM, Armonk, NY USA:
IBM Americas Strategic Deal Squad (SDS)

Sales Support Team of the Year – Other Service Industries

- Cinch Home Services, Boca Raton, FL USA:
The Unsung Heroes In Sales – Cinch Real Estate Sales Support Team (CRESST)
- Delta Vacations, Minot, ND USA:
Reservations Support: All Hands on Deck
- IBM, Armonk, NY USA:
Transforming Services Support for Latin America

Sales Support Team of the Year – Technology Industries

- IBM, Armonk, NY USA: Delivering Efficiencies and Workload Reduction in IT Outsourcing Contracts
- IBM, Armonk, NY USA:
HENRY – Smart Bid Management Assistant
- IBM, Armonk, NY USA: IBM DSW Quote-to-Cash (Q2C) Operations Transformation



SALES TEAM CATEGORIES – *Continued*

Sales Support Team of the Year – All Other Industries

HUB International, Chicago, IL USA:
HUB's Specialty Support Team – The Building of 8 Practices

IBM, Armonk, NY USA:
Support Team Automation of Delivery Order Services in Japan

SIMONA Boltaron, Newcomerstown, OH USA:
SIMONA Boltaron Customer and Sales Support Team

UPMC Health Plan, Pittsburgh, PA USA:
UPMC Sales Support Team: Effecting the Close

Sales Operations Team of the Year

Cricket Wireless, Atlanta, GA USA:
Innovative Velocity Program to Drive Sales and Enhance the Overall Customer Experience

Delta Vacations, Minot, ND USA:
The Delta Vacations Operations Team

IBM, Armonk, NY USA:
Operational Excellence in Software Discovery

Sales Partnerships, Inc., Broomfield, CO USA:
SPI Sales Operations Making Near Impossible Work Seamlessly

Virtual Technology Sales Enablement and Pre-sales Team of the Year

Lexmark, Lexington, KY USA:
Lexmark's effective use of virtual sales enablement tool to support a global sales force

Sales Management Team of the Year

Covestiv, Kirkland, WA USA:
John Schaffer, CEO; Shane Yost, VP Sales;
Scott Jacocks, VP Delivery; Eric Smith, Solutions/Pre-sales

Delta Vacations, Minot, ND USA:
Customer Engagement Center Vacation Sales Management Team

Tivity Health, Franklin, TN USA:
Tivity Health Sales Management Team

CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES

Award for Innovation in Customer Service – Computer Industries

Achievers, Toronto, ON, Canada: Chat Bot

CareerArc, Burbank, CA USA:
CareerArc Client Success:
Transforming Customer Service via an Innovative Partnership Model

Constant Contact, Waltham, MA USA:
Constant Contact Voice of the Customer Innovation

Dataprise, Rockville, MD USA:
The Dataprise Technical Engineering Center – A Unique, Innovative Customer Service Experience

Dell Technologies, Roundrock, TX USA:
Digital Transformation Services – Dell Technologies

Dell Technologies, Roundrock, TX USA:
Mainboard BIST – Dell Technologies

Druva, Sunnyvale, CA USA:
Druva's Impactful, Innovative Customer Experience Platform

IBM, Armonk, NY USA: Winning by Predicting Data:
Cycle Time & Throughput Prediction

Khoros, Austin, TX USA:
Khoros Product Coaching – Proactive, Personal and Hands-on Help

Mailchimp, Atlanta, GA USA:
Scaling Support Through Innovation: Mailchimp's Journey to Becoming an All-in-one Marketing Platform

NetApp, Inc., Sunnyvale, CA USA:
NetApp Support Site – Digital Innovation

Rimini Street, Pleasanton, CA USA:
Rimini Street Global Service Delivery Innovation Team
Originates AI and Machine-Learning Platform to Increase Client Satisfaction and Internal Efficiencies

ServiceNow, Santa Clara, CA USA:
ServiceNow's Leading-Edge and Emerging Technology

Spinnaker Support, Greenwood Village, CO USA:
Spinnaker Support – Global Tax and Regulation Compliance Team

Strikedeck, a Medallia company, San Mateo, CA USA:
Innovations in Customer Service Capabilities

Wolters Kluwer's ELM Solutions, Houston, TX USA:
ELM Solutions Innovates through Proactive Customer Service



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

Award for Innovation in Customer Service – Financial Services Industries

- Cathay Life Insurance Co., Ltd., Taipei, Taiwan:
Cathay Life's Innovative customer service
- ConnectiCare, Farmington, CT USA:
ConnectiCare centers, bringing our mission to life
- DenizBank A.S., Istanbul, Turkey: Creating Value with Human
Touch and Pro-active Virtual Assistant
- EmblemHealth, New York, NY USA: Gold Star Service
- Nationwide Advisory Solutions (NAS), Louisville, KY USA:
NAS Concierge Services: Exclusive Services Suite Built to
Meet the Unique Needs of RIAs and Fee-Based Advisors
- Odeabank A.S., Istanbul, Turkey: Odeabank Oksi Bot
- OneWest Bank, Pasadena, CA USA:
Committed to the neighborhoods where we live and work
- Optima Tax Relief, LLC, Santa Ana, CA USA:
Optima Tax Relief, LLC
- QNB Finansbank, Istanbul, Turkey: QNB Finansbank's cus-
tomer service innovation – QNB First Digital
- USAA, San Antonio, TX USA:
USAA's Virtual Agent (Nuance-Powered Virtual Agent)
- VPay, Plano TX USA: Innovative Solution to a Complicated
Payment Delivery Method Request

Award for Innovation in Customer Service – Other Service Industries

- Concentrix, Fremont, CA USA: Solv Crowdsourcing Platform –
21st century Customer Service Disruption
- DHL Express Customer Service, Tempe, AZ USA:
Remote Booking Closure Rate, We Book As One!
- DHL Express, Tempe, AZ USA:
Communication and Action Portal (CAP)
- Guardian Protection Products, Inc., Hickory NC USA:
Reinventing the Wheel (All 4 of Them)
- Tata Consultancy Services, Mumbai, Maharashtra, India:
Transformation of Public Services in India through
Passport Seva Project by TCS
- UPMC Health Plan, Pittsburgh, PA USA: UPMC Health Plan
Award for Innovation in Customer Service – MPG Tool
- WNS (Holdings) Limited, Mumbai, India:
Embedded Analytics in Collections
- WNS (Holdings) Limited, Mumbai, India:
OPEX and O2 story for CIS

Award for Innovation in Customer Service – Telecommunications Industries

- Concentrix, Fremont, CA USA:
DISH Network Enhances Customer Experience with
Concentrix Conversational Virtual Assistant
- KT, Seoul, South Korea: KT's Moving the Hearts of
Customers – the "Amazing Handwritten Letter" Event
- Nextiva, Scottsdale, AZ USA:
Nextiva's proven dedication to Amazing Service
- StarHub Ltd., Singapore: Transforming the StarHub Customer
Experience Through #HelloChange
- Tata Communications (UK) Limited, London, United Kingdom:
We Invest In Customer Service
- Vodafone Turkey, Istanbul, Turkey:
Vodafone Turkey's Innovation in Customer Service

Award for Innovation in Customer Service – All Other Industries

- CoverMyMeds, Columbus, OH USA:
CoverMyMeds Style Guide
- DHL Express U.S., Tempe, AZ USA: Omni Channel Team suc-
cessfully influence customer and employees satisfaction
- DHL Express Vietnam, Ho Chi Minh City, Vietnam:
Customer Service Team Innovation
- Enterprise Fleet Management, St. Louis, MO USA:
Enterprise Fleet Management's Account
Management Strategy
- First American Database Solutions, Santa Ana, CA USA:
DataTree by First American – Meeting Customer Workflow
and Efficiency Needs Through AI, OCR, and Big Data
- Flipkart Internet, Bengaluru, Karnataka, India:
Seller Support at each stage of Lifecycle
- Gladly, Inc., San Francisco, CA USA:
Simplified Customer Service: For the Customer
and the Agent
- HomeServe USA, Norwalk, CT USA:
Self Fix – Innovating New Solutions to Provide Immediate
Customer Resolutions
- NICE, Hoboken, NJ USA:
NICE Real Time Authentication and Fraud Prevention
- Sterling Volunteers, A Sterling Company, Fort Collins, CO USA:
Innovative Service Excellence
- Travelzoo, New York, NY USA:
CX Feedback Fuels Our Front Line's Personal Power
- VIZIO Inc., Irvine, CA USA: Contact Deflection:
COVEO – What gets measured gets managed



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

Best Customer Engagement Initiative

- Akbank TAS., Istanbul, Turkey:
Unparalleled Customer Experience Initiative
- American Airlines, Ft. Worth, TX USA:
Supporting the Spectrum
- BLUEJEANS, Silicon Valley, CA USA:
Upping the Ante with Proactive Customer Service
- Command Alkon, Birmingham, AL USA:
Command Alkon HERO Story
- Con Edison, New York, NY USA: Smart Energy Plan
- ConnectiCare, Farmington, CT USA:
ConnectiCare centers, bringing our mission to life
- Constant Contact, Waltham, MA USA:
Constant Contact Lifecycle Initiative
- Cvent Inc, McLean, VA USA:
Client Success Team Platform Support Desk
- Dell Technologies, Roundrock, TX USA:
SupportAssist Proactive & Custom Notifications –
Dell Technologies
- DenizBank A.S., Istanbul, Turkey:
We maximized our efficiency with KOBİ'Deniz while
keeping our customers happy
- DHL Express Mexico, Mexico City, Mexico: I've got the power!
- GoDaddy, Scottsdale, AZ USA:
GoDaddy Guides the Way to Customer Engagement
- IBM, Armonk, NY USA:
IBM Partner Ecosystem NPS Program
- Industville, London, United Kingdom: Engaging our customers
- ServiceNow, Santa Clara, CA USA:
Ruthlessly Focused on Customer Success
- SolarWinds, Austin, TX USA:
How the Customer Success Managers at SolarWinds
Fulfill Customers' Need for Speed
- SolarWinds, Austin, TX USA: Improving Customer
Satisfaction With SolarWinds Smart Start

SolarWinds, Austin, TX USA:

Three Key Strategies SolarWinds Has Used to Create a
World Class Customer Success Center

Strikedeck, a Medallia company, San Mateo, CA USA:

Innovations in Customer Engagement Initiatives

UPMC Health Plan, Pittsburgh, PA USA:

UPMC Health Plan's Connect Centers

Verint, Melville, NY USA: Verint's Customers4Life program

Best Customer Feedback Strategy

Allianz Global Assistance, Richmond, VA USA:

Voice of Customer (VoC) program

Arkk Solutions, London, United Kingdom:

High quality implementations and continuously improving
product support

Delta Air Lines, Atlanta, GA USA:

Delta Air Lines, Global Sales Support –
No One Better Connects The World

DHL Express, Dhaka, Bangladesh:

4 different channels to capture VoCs.

Druva, Sunnyvale, CA USA: Druva's Customer First Strategy

HomeServe USA, Norwalk, CT USA:

Leveraging Survey Feedback for Customer Excellence

IBM, Armonk, NY USA:

Transformation driven by client feedback

IBM, Armonk, NY USA:

IBM Partner Ecosystem NPS Program

Kronos Incorporated, Lowell, MA USA:

You Spoke, We Listened: How Kronos Revolutionized Its
Customer Feedback Strategy

NIC, Inc., Olathe, KS USA:

NIC Service & Operations Support – Improving Feedback
and the User Experience

Support Services Group, Atlanta, GA USA:

Support Services Group – Establishing a Robust Customer
Feedback Strategy

Travelzoo, New York, NY USA:

Design-Driven Feedback Drives Up Customer Satisfaction
With Service

Willis Towers Watson, South Jordan, UT USA:

Enhancing the Customer Experience through Feedback



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

Best Customer Satisfaction Strategy

Aktif Bank, Istanbul, Turkey:
Aktif Bank – N Kolay Bono Customer Experience

Arkansas.gov Help Desk Team, Little Rock, AR USA:
Delivering Unprecedented Customer Satisfaction through Innovation

Autosoft, Inc., West Middlesex, PA USA:
Autosoft Customer Satisfaction Strategy

BlackBerry Limited, Waterloo, ON Canada:
Industry Leading CSAT for Enterprise Software Support

Concentrix, Fremont, CA USA:
Customer Centric Culture Drives Call Center Achievement

ConnectiCare, Farmington, CT USA:
ConnectiCare centers, bringing our mission to life

Cvent Inc., McLean, VA USA:
Cvent's Customer Satisfaction Strategy

Dell Technologies, Roundrock, TX USA:
Customer Experience Prediction Index – Dell Technologies

Dell Technologies, Roundrock, TX USA:
Voice Analytics – Customer Sentiment – Dell Technologies

DHL Express Mexico, Mexico City, Mexico:
Best Customer Satisfaction ever... Nothing stop us!

DHL Express, Casablanca, Morocco:
NPA. Listen to your customer. How Was I?

Druva, Sunnyvale, CA USA:
Druva's Innovations in Customer Success

Easyship, Sheung Wan, Hong Kong: The Successful
Implementation of a Balanced Scorecard

Elevation Home Energy Solutions, Chandler, AZ USA:
Elevate the Home Energy Experience

Guidebook, Inc., San Francisco, CA USA:
Made-to-Order Customer Experiences: Guidebook's
Proactive Strategy to Satisfying Customers

Hedef Filo, Istanbul, Turkey: Voltron Project

HomeServe USA, Norwalk, CT USA:
Exceptional Service Through a Best-in-Class Customer
Satisfaction Strategy

IBM, Armonk, NY USA: Living the NPS Culture

iWave, Charlottetown, Prince Edward Island, Canada:
iWave Fundraising Intelligence Software

John Hancock Financial Services, Boston, MA USA:
Narrowing the Gap: Evolution of Customer Experience

Kira Systems, Toronto, ON Canada:
Kira Systems' Client Service Strategies

League Inc., Toronto, ON Canada:
League Inc.'s HBX Benefits platform

Michael Kors, New York, NY USA:
Increasing Customer Satisfaction for Warranty Support

MRO Corp, Norristown PA USA:
MRO Implementation Team

OnPoint Warranty Solutions LLC, Louisville, KY USA:
OnPoint focus on customer experience

QNB Finansbank, Istanbul, Turkey:
Customer satisfaction strategy – QNB First

WNS (Holdings) Limited, Mumbai, India:
Recovery story on CSAT

Best Return on Customer Service Investment

4ocean, Boca Raton, FL USA:
4ocean's customer experience management (CEM)
program, Clarabridge Engage

Dell Technologies, Roundrock, TX USA:
Enhanced Pre-Boot System Check Technology to
Auto Resolve Pre-OS Problems – Dell Technologies

Delta Vacations, Minot, ND USA:
Navigator: Early Payoff and Continued Returns

Druva, Sunnyvale, CA USA:
Druva Delivers Next-Gen Customer Service

ICON Communication Centres s.r.o., Prague, Czech Republic:
ICON: Driving Client's ROI

Purchasing Power, LLC, Atlanta, GA USA:
Implementing IVR to Raise Customer Service Performance

Sun Basket, San Jose, CA USA:
Vastly improved subscription cancellation process



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

Best Use of Customer Insight

- Bloomfire, Austin, TX USA:
How Bloomfire Helps DraftKings Make the Voice of the Customer Central to Product Innovation
- Dell Technologies, Roundrock, TX USA:
Customer Experience Prediction Index – Dell Technologies
- DenizBank A.S., Istanbul, Turkey: We maximized our efficiency with KOBİ'Deniz while keeping our customers happy
- DHL Express El Salvador, La Libertad, El Salvador:
Leads Generation El Salvador, through Customer Service Agents
- EMI Strategic Marketing, Boston, MA USA:
State Street Global Advisors Predictive Analytics
- HireVue, South Jordan, UT USA:
Preventing, Optimizing, and Responding
- HomeServe USA, Norwalk, CT USA:
Facing Customer Insight with an Open & Honest VOTC Committee
- Intuit, Mississauga, ON Canada: Assisted Onboarding
- Khoros, Austin, TX USA: Seek out and Listen...
- Michael Kors, New York, NY USA:
Using Customer Insight to Improve the Warranty Process
- Sisense, New York, NY USA: Sisense Customer Insight
- Tani, Istanbul, Turkey:
Smart Campaign Recommendation Engine
- Teachable, New York, NY USA:
Teachable Transforms Customer Insights into Customer Success
- UserTesting, San Francisco, CA USA:
UserTesting's 'Customers First' Initiatives
- Wheels Inc., Des Plaines, IL USA:
Wheels' Responsiveness Initiative
- Wheels Inc., Des Plaines, IL USA: Wheels' Kaizen Events
- WNS (Holdings) Limited, Mumbai, India:
Exemplary Customer Service
- WNS (Holdings) Limited, Mumbai, India:
Moments of Truth (MoT) Analyses

Best Use of Technology in Customer Service – Computer Industries

- Autosoft, Inc., West Middlesex, PA USA:
Autosoft Technology Strategy
- Bottomline Technologies, Portsmouth, NH USA:
Our customer's experience is worth the investment!
Innovative Technology that Delights!
- Dell Technologies, Roundrock, TX USA:
Dispatch Automation – Dell Technologies
- Dell Technologies, Roundrock, TX USA:
E.C.H.O – Dell Technologies
- Dell Technologies, Roundrock, TX USA: SupportAssist OS
Recovery and Helper App – Dell Technologies
- Dell Technologies, Roundrock, TX USA:
Voice Analytics – Customer Sentiment – Dell Technologies
- Druva, Sunnyvale, CA USA:
Druva Delivers Next-Gen Customer Service
- IBM, Armonk, NY USA: Ledger Booking Automation
- Intuit, Mississauga, ON Canada: One Intuit Help System
- NetApp, Inc., Sunnyvale, CA USA:
NetApp Support Site – Digital Innovation
- Rubrik, Palo Alto, CA USA: Rubrik's Path To Contact Center
Transformation With SearchUnify

Best Use of Technology in Customer Service – Financial Services Industries

- Allianz Global Assistance, Richmond, VA USA:
Shift to Robotic Process Automation (RPA)
- Assurant, Atlanta, GA USA:
E-PASS: Self-Service Insurance Claim Tracking
- DenizBank A.S., Istanbul, Turkey:
Differentiation with a Perfect Implementation
- ICON Communication Centres s.r.o., Prague, Czech Republic:
ICON: Business Optimization Through Technology
- John Hancock Financial Services, Boston, MA USA:
Customer Experience Transformation with Amazon Connect
- National General Lender Services, Mesa, AZ USA:
Enhanced IVR Yields Increase in Self-Service Completions
and Customer Satisfaction
- Optima Tax Relief, LLC, Santa Ana, CA USA:
Optima Tax Relief, LLC
- Pacific Life, Newport Beach, CA USA: Partnering with Today's
Tech to Bolster Customer Experience
- QNB Finansbank, Istanbul, Turkey: QNB Finansbank-best
use of technology -QNB First Digital



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

Best Use of Technology in Customer Service – Other Service Industries

Buildium, Boston, MA USA: Improving the Customer Experience with Efficient Technology

Cisco Systems, San Jose, CA USA:
Autonomous DB Refresh System for Improved Customer Satisfaction

Concentrix, Fremont, CA USA:
Multi Language Digital Solution Transforms CX

DHL Express, Guatemala, Guatemala City, Guatemala:
DHL Express Guatemala

HomeServe USA, Norwalk, CT USA:
Smart IVR Solutions For Emergency Repair Requests

Paychex, Inc., Rochester, NY USA: Paychex Flex Assistant

Vodafone Turkey, Istanbul, Turkey:
Vodafone Turkey's new technology solution, Firsattim (My Offer/Opportunity)

Wheels Inc., Des Plaines, IL USA:
Wheels' Request Management

Best Use of Technology in Customer Service – Telecommunications Industries

KT, Seoul, South Korea: KT's 'SoPeaker(Small+Speaker)', a channel through which suggestions for service improvement can be made by using the QR code

Nuance Communications, Burlington, MA USA &
Telus Communications Vancouver, BC Canada:
TELUS Taps Nuance Conversational AI to Enhance Customer Experience

Nuance Communications, Inc., Burlington, MA USA:
Vodafone's Use of Nuance Intelligent Engagement Platform

Best Use of Technology in Customer Service – All Other Industries

DHL Express nv, Belgium, Diegem, Belgium:
Dex, BE CS's internal AI-bot

Enterprise Fleet Management, St. Louis, MO USA:
Enterprise Fleet Management's New Fleet Replacement Analysis Tool

First American Database Solutions, Santa Ana, CA USA:
Supporting the Real Estate Industry by Integrating Disparate Datasets, Harnessing AI and Driving Workflow Efficiencies in a Single Platform: TitleFlex by DataTrace

HomeServe USA, Norwalk, CT USA:
Enhancing the Customer Experience Through Advancements in Mobile Technology

Humana, Louisville KY & Nuance Communications, Inc., Burlington, MA USA: Humana Levels Up Its Customer Care with Nuance Intelligent, Conversational IVR

Tani, Istanbul, Turkey: Station Detective

Travelzoo, New York, NY USA:
CX Feedback Fuels Our Front Line's Personal Power

VIZIO Inc., Irvine, CA USA: SMS Messaging

Customer Service Training or Coaching Program of the Year – Business Services Industries

iQor, St. Petersburg, FL USA:
iQor's sQholarly Path to Leadership

VXI Global Solutions, Los Angeles, CA USA:
VXI's Performance Pro 360 and Training Simulator

Customer Service Training or Coaching Program of the Year – Other Service Industries

Cinch Home Services, Boca Raton, FL USA:
YourTrack, Taking Career Pathing to a New Level

Delta Vacations, Minot, ND USA:
Delta Vacations New Hire Onboarding

Fiserv Brookfield, WI USA:
New Associate Onboarding Experience –
Fiserv-Bank Solutions Client Services

Liveops Inc., Scottsdale, AZ USA:
Liveops Learning & Development

UniFirst Corporation, Wilmington, MA USA:
UniFirst Develops 30 on Thursday Internal Training Initiative

UPMC Health Plan, Pittsburgh, PA USA:
UPMC Health Plan's new a 15-week plan to prepare new hires

Willis Towers Watson, South Jordan, UT USA:
Via Benefits University – A Program Tethered To Emotional Intelligence, Senior Sensitivity, and Elder Advocacy



CUSTOMER SERVICE & CONTACT CENTER ACHIEVEMENT CATEGORIES – *Continued*

Customer Service Training or Coaching Program of the Year – Technology Industries

CivicPlus Technical Support: CivicSupport, Manhattan,
KS USA: CivicSupport® – WE are Customer Experience
Clever, San Francisco, CA USA:
Redesigned Onboarding and Quality Assurance Programs
Cvent Inc, McLean, VA USA: New-Cventer-Experience
IBM, Armonk, NY USA:
Enterprise Business Agility – Agile Accelerate@IBM
IBM, Armonk, NY USA:
On a Journey to building a Culture of Client Advocacy
Khoros, Austin, TX USA:
Khoros Product Coaching – Proactive, Personal and
hands-on help
Linode, Philadelphia, PA USA:
Linode Support's Year of Feedback Training Program

Customer Service Training or Coaching Program of the Year – All Other Industries

DHL Express, Arnhem, The Netherlands:
Customer Service New Hire Training Journey
MTM, Lake St. Louis, MO USA:
MTM's Coaching Program of the Year – The Bench!

e-Commerce Customer Service Award – Computer Industries

IBM, Armonk, NY USA:
Delivering value and building the foundation for
client's success
Mailchimp, Atlanta, GA USA:
Becoming an All-in-one Marketing Platform:
How Our Support Team Helped Make it Happen

e-Commerce Customer Service Award – Financial Services Industries

SurePayroll, Glenview, IL USA:
You Can Have Whatever You Like: Delivering the
Appropriate User Experience at Scale

e-Commerce Customer Service Award – Other Service Industries

WNS (Holdings) Limited, Mumbai, India:
Reducing Turnaround Times for an American
e-commerce company

e-Commerce Customer Service Award – All Other Industries

Qurate Retail Group, West Chester, PA USA:
An Exceptional Customer Experience on Digital and Social

Leader in Transforming Consumer Engagement Models

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Consumer Reports, Yonkers, NY USA:
Sue Melfi, Director of Member Support
Kraft Heinz, Glenview, IL USA: Rama Rengarajan, Director,
R&D Technical Services & Consumer
Nestle USA, Solon, OH USA: Bonita Cleveland, Manager,
Consumer Engagement Services

CUSTOMER SERVICE DEPARTMENT CATEGORIES

Customer Service Department of the Year – Airlines, Distribution & Transportation

Delta Air Lines, Global Sales Support, Atlanta, GA USA
DHL Express Colombia LTDA, Bogota, Colombia
DHL Express, Bangkok, Thailand
DHL Express, Beirut, Lebanon
DHL Express, Buenos Aires, Argentina
DHL Express, Dhaka, Bangladesh
DHL Express Jordan, Amman, Jordan
DHL Express, Manila, Philippines
DHL Express SAC, Lima, Peru
DHL Express Uruguay S.R.L, Canelones, Uruguay
DHL Express Vietnam, Ho Chi Minh City, Vietnam
DHL Express, San Jose, Costa Rica

Customer Service Department of the Year – Computer Hardware

Unitrends, Burlington, MA USA



CUSTOMER SERVICE DEPARTMENT CATEGORIES – *Continued*

Customer Service Department of the Year – Computer Services

Achievers, Toronto, ON, Canada
CareerArc, Burbank, CA USA
iboss, Boston, MA USA
Linode, Philadelphia, PA USA
ReputationDefender.com, Redwood City, CA USA
Rimini Street, Pleasanton, CA USA
SiteGround Hosting Group, International
(USA, EU, Spain, Italy)
Spinnaker Support, Greenwood Village, CO USA

Customer Service Department of the Year – Computer Software – Up to 100 Employees

Agilence, Mt. Laurel, NJ USA
Brainier Solutions, Inc., Minneapolis, MN USA
BrightMove, Saint Augustine, FL USA
Carbonite, Inc., Boston, MA USA
Concord, San Francisco, CA USA
DATABASICS, Reston, VA USA
Druva, Sunnyvale, CA USA
Dynamsoft, Vancouver, BC Canada
Guidebook, Inc., San Francisco, CA USA
LiveAuctioneers LLC, New York, NY USA
Mobile Labs, Atlanta, GA USA
Olark, San Francisco, CA USA
Openwater Software, Inc., Arlington, VA USA
PeopleKeep, Salt Lake City, UT USA
PipelineDeals, Seattle, WA USA
POMS Corporation, Sterling, VA USA
Rocket Matter, Boca Raton, FL USA
SnapEngage, Boulder, CO USA
TEKLYNX Americas, Whitefish Bay, WI USA
Timely, Dunedin, Otago, New Zealand
Total Defense, Hauppauge, NY USA
Zenput, San Francisco, CA USA

Customer Service Department of the Year – Computer Software – 100 or More Employees

Allego, Needham, MA USA
Alloy Software, Bloomfield, NJ USA
AppFolio, Inc., Goleta, CA USA
Ascentis, Eden Prairie, MN USA
Autodesk Construction Solutions, San Francisco, CA USA
AWeber – Email Marketing, Chalfont, PA USA
BlueCat Networks Inc., Toronto, ON Canada
CampusLogic, Chandler, AZ USA
Catchpoint, New York, NY USA
ComplySci, New York, NY USA
Cvent Inc., McLean, VA USA
Daxko, Birmingham, AL USA
Diligent Corporation, New York, NY USA
Envestnet MoneyGuide, Powhatan, VA USA
Epicor Software, Austin TX USA
FieldEdge, Atlanta, GA/Fort Myers, FL USA
Front, San Francisco, CA USA
Highspot, Seattle, WA USA
Intuit, Mississauga, ON Canada
Jenzabar, Boston, MA USA
Jobber, Edmonton, AB, Canada
Justworks, New York City, NY USA
Kareo, Irvine, CA USA
Kaspersky, Woburn, MA USA
Kira Systems, Toronto, ON Canada
Listrak, Lititz, PA USA
Loopio Inc., Toronto, Ontario, Canada
Mailchimp, Atlanta, GA USA
Netigate AB, Stockholm, Sweden
Openlink Financial, Uniondale, NY USA: ION Openlink
Payfactors, Quincy, MA USA
Pushpay, Redmond, WA USA
Replicon, Inc., Redwood City, CA USA
RFPIO, Inc., Beaverton, OR USA
SoftPro, Raleigh, NC USA
Unitrends, Burlington, MA USA
Vend HQ, Auckland, New Zealand
Verimatrix, San Diego, CA USA
Zix and AppRiver, Boston, MA USA



CUSTOMER SERVICE DEPARTMENT CATEGORIES – *Continued*

Customer Service Department of the Year – Consumer Products & Services

4ocean, Boca Raton, FL USA
Dell Technologies, APJ Premium Tech Support, Roundrock, TX USA
Hisense USA, Suwanee, GA USA
Optum Patient Acquisition and Retention (PAR), Phoenix, AZ USA
Panera Bread, St. Louis, MO USA
Sontiq, Inc., Nottingham, MD USA
xneelo (formerly Hetzner), Durbanville, Cape Town, South Africa

Customer Service Department of the Year – Financial Services – Up to 100 Employees

Arch RoamRight, Hunt Valley, MD USA
Care.com HomePay, Austin, TX USA
Squaremouth, Inc., St. Petersburg, FL USA
Wells Fargo Merchant Services – Account Management, Concord, CA USA

Customer Service Department of the Year – Financial Services – 100 or More Employees

Allianz Global Assistance, Richmond, VA USA
BNY Mellon's Albridge, Pennington, NJ USA
DenizBank A.S., Istanbul, Turkey
Merrill Corporation, St. Paul, MN USA
Optima Tax Relief, LLC, Santa Ana, CA USA
United Shore Financial Services, Troy, MI USA
Verifi, Los Angeles, CA USA

Customer Service Department of the Year – Healthcare, Pharmaceuticals, and Related Industries

MRO Corp, Norristown, PA USA
OptumCare, Phoenix, AZ USA
Ortho Clinical Diagnostics, Raritan, NJ USA
RxBenefits, Inc., Birmingham, AL USA
SCAN Healthplan, Long Beach, CA USA
Stride Health, San Francisco, CA USA
TSI Healthcare, Chapel Hill, NC USA
UPMC Health Plan, Pittsburgh, PA USA
Willis Towers Watson, South Jordan, UT USA

Customer Service Department of the Year – Leisure & Tourism

CruiseDirect.com, Morristown, NJ USA

Customer Service Department of the Year – Public Services & Education

Arkansas.gov Help Desk Team, Little Rock, AR USA
Edureka, Bangalore, Karnataka, India
OmniUpdate, Camarillo, CA USA

Customer Service Department of the Year – Retail

Qurata Retail Group, West Chester, PA USA

Customer Service Department of the Year – Telecommunications

Access One Inc., Chicago, IL USA
AireSpring, Van Nuys, CA USA
MetTel, Austin, TX USA
Nextiva, Scottsdale, AZ USA
StarHub Ltd., Singapore
Verimatrix, San Diego, CA USA

Customer Service Department of the Year – All Other Industries

ARIIX, Bountiful, UT USA
Bandai Namco Entertainment Europe S.A.S., Lyon, France
Clarus Commerce, Rocky Hill, CT USA
Contact Lens King Inc., Champlain, NY USA
Copyright Clearance Center (CCC), Danvers, MA USA
DHL Dominicana, Santo Domingo, Dominican Republic
HomeServe USA, Norwalk, CT USA
Justworks, New York City, NY USA
Legacy.com, Chicago, IL USA
PRO Unlimited, Marlton, NJ USA
VIPKid, San Francisco, CA & Beijing, China



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CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES

Front-Line Customer Service Professional of the Year – Business Services Industries

CyberScout, Scottsdale, AZ USA:
Vanessa DePiano, Fraud Investigator

DHL Express, Johannesburg, South Africa:
Valencia Mahlalela, Frontline Customer Service Professional

Front-Line Customer Service Professional of the Year – Financial Services Industries

AllClear ID, Austin, TX USA:
Morgan Gilchrist, Licensed Investigator

BNY Mellon's Albridge, Pennington, NJ USA:
Lottyette King, Senior Client Services Rep

Wells Fargo Treasury Management Client Delivery,
San Francisco, CA USA:
Dori Crawford, Dedicated Client Service Officer

Front-Line Customer Service Professional of the Year – Other Service Industries

American Airlines, Ft. Worth, TX USA:
Janna Pendley, Customer Relations Specialist

Front-Line Customer Service Professional of the Year – Technology Industries

Carbonite, Inc., Boston, MA USA:
John Merritt, Level-3 engineer/agent

Mobile Labs, Atlanta, GA USA:
Tyler Mullen, Technical Support Engineer

Mobile Labs, Atlanta, GA USA:
Will Greene, Technical Support Group Engineer

Rimini Street, Pleasanton, CA USA:
Arun Srinivasalu, Senior Support Engineer,
Global Technology Support Australia

Verimatrix, San Diego, CA USA:
Eric Johnson, Technical Support Engineer

Front-Line Customer Service Professional of the Year – All Other Industries

HomeServe USA, Norwalk, CT USA:
Heather Beveridge, Technical Specialist Team Lead

HomeServe USA, Norwalk, CT USA:
Tifani Glenn, Repair Management WOW Team

Tivity Health, Franklin, TN USA:
Beth Klauder, Online Support Team

Back-Office Customer Service Professional of the Year – Financial Services Industries

Wells Fargo Treasury Management Client Delivery,
San Francisco, CA USA: Son Le, Research Service Officer

Back-Office Customer Service Professional of the Year – Other Service Industries

Cinch Home Services, Boca Raton, FL USA:
Brandon Galloway, Offline Authorization Supervisor

Cisco Systems, San Jose, CA USA: Gazanfurli Mohammed,
Datacenter Emergency Management Administration

DHL Express, Lagos, Nigeria:
Lolade Akilapa, Business Support Analyst

Back-Office Customer Service Professional of the Year – Technology Industries

BlueCat Networks Inc., Toronto, ON Canada:
Jubin George, Customer Service Professional

FCM Travel Solutions, Boston, MA USA:
Janice Johnson, FCM Global Support Rock Star

Paycor, Cincinnati, OH USA:
John Groves, EDI Benefits Consultant

Ricoh USA, Inc., Exton, PA USA:
David Pagenkopf, Project Manager, Customer Experience

Back-Office Customer Service Professional of the Year – All Other Industries

DHL Express Vietnam, Ho Chi Minh City, Vietnam:
Ms. Nguyen Phuong Thuy, Customer Care Supervisor

HomeServe USA, Norwalk, CT USA:
Ashton Farrow, Manager, Back Office and Enrollments

Sun Basket, San Jose, CA USA:
Donald Rocha, Customer Service Team Lead



CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES – *Continued*

Young Customer Service Professional of the Year – Business Services Industries

DHL Express, Johannesburg, South Africa:
Karabo Lewele, Quality Assurance Specialist

Young Customer Service Professional of the Year – Financial Services Industries

AllClear ID, Austin, TX USA: Meredith Rials, Quality Analyst

Cinch Home Services, Boca Raton, FL USA:
Davel Daverman, Executive Claims Specialist

Wells Fargo Treasury Management Client Delivery,
San Francisco, CA USA: Patrick Petrousian,
Treasury Service Team Lead

Young Customer Service Professional of the Year – Other Service Industries

DHL Express Mexico, Mexico City, Mexico:
Cytali Jazmin, Social Media and Office of the
President Leader.

Young Customer Service Professional of the Year – Technology Industries

BlueCat Networks Inc., Toronto, ON Canada:
Alex Zamyatin, Enterprise Support Analyst

Paycor, Cincinnati, OH USA:
Nick White, Senior Implementation Consultant

Young Customer Service Professional of the Year – All Other Industries

DHL Express Vietnam, Ho Chi Minh City, Vietnam:
Ms. Nguyen Mong Thuy Nhi, Customer Care Advisor

HomeServe USA, Norwalk, CT USA:
Savanah Gray, Quality Assurance Team

Hunter Plastic Surgery, Charlestown, NSW Australia:
Jessica Laing, Practice Manager

Sun Basket, San Jose, CA USA:
Alfred Appiah, Premiere Support Specialist

Sun Basket, San Jose, CA USA:
Kristen Barnes, Content Lead

Contact Center Leader of the Year

HomeServe USA, Norwalk, CT USA:
Scott Weddle, Director of Inbound Sales and
Customer Service

VXI Global Solutions, Los Angeles, CA USA:
Jared Morrison, Chief Operating Officer

Contact Center Manager of the Year

Allianz Global Assistance, Richmond, VA USA:
Sandra Gomez, Contact Center Manager

BNY Mellon's Albridge, Pennington, NJ USA:
Maria Catana (VP, Albridge) – Manager of Client Services
and Enterprise Support

Carbonite, Inc., Boston, MA USA:
Erik Price, Global Director of Service Delivery

Cinch Home Services, Boca Raton, FL USA:
Kent Hansen, Director of Telesales and Retention

CoverMyMeds, Columbus, OH USA:
David Myers, Customer Operations Manager

DHL Express Côte d'Ivoire, Abidjan, Côte d'Ivoire:
Esther Mani Becoin, Head of Customer Service

ReceptionHQ, Phoenix, AZ USA:
Amy Shaw, Contact Center Manager

Wells Fargo Treasury Management Client Delivery,
San Francisco, CA USA: Kristie Clark,
Treasury Services Manager for National Sales Group

Contact Center Professional of the Year

Carbonite, Inc., Boston, MA USA:
Becky Allen, Project Manager – Operations Support

DHL Express Vietnam, Ho Chi Minh City, Vietnam:
Tuan Manh, Customer Contact Center (CCC) Supervisor

DHL Express, Johannesburg, South Africa:
Kevin Masina, Customer Service Business Support Analyst

DHL Express, Johannesburg, South Africa:
Thabiso Aphane, Customer Services
Development Manager

VIZIO Inc., Irvine, CA USA:
William Kranig, Call Center Allocation Analyst



CUSTOMER SERVICE & CONTACT CENTER INDIVIDUAL CATEGORIES – *Continued*

Customer Service Leader of the Year

DHL Express International (GABON) Limited, Libreville, Gabon:
Sylviane Moutemakagni, Head of Customer Service

DHL Express Vietnam, Ho Chi Minh City, Vietnam:
Ms. Tran Minh Hao, Customer Service Director

HomeServe USA, Norwalk, CT USA:
Scott Weddle, Director of Inbound Sales and
Customer Service

Oi S/A, Rio de Janeiro, Brasil:
Wellington Paes, Service Director for Customer Service

Rimini Street, Pleasanton, CA USA:
Rodney Kenyon, Vice President Global Support

Spinnaker Support, Greenwood Village, CO USA:
Ian Saunderson, Chief Technical Officer

Customer Service Manager of the Year

BlueCat Networks Inc., Toronto, ON Canada:
John Shek, Technical Support Manager

Carbonite, Inc., Boston, MA USA:
Erik Price, Global Director of Service Delivery

Cinch Home Services, Boca Raton, FL USA:
Miriam Clifford, Customer Service Operations Manager

DHL Express Ghana, Accra, Ghana:
Justin Soga, Head of Customer Service

DHL Express Mexico, Mexico City, Mexico:
Carlos Omar, Key Account Manager in Customer Service

DHL Express, Nairobi, Kenya:
Fazillah Tajoo, Customer Service Manager

HomeServe USA, Norwalk, CT USA:
Rhode Lastra Kirkpatrick, Customer Advocacy and Real
Time Insights Manager

The Western & Southern Life Insurance Company, Cincinnati,
OH USA: Melissa Bengel, Customer Service Manager

VENZA, Roswell, GA USA:
Kayla Saldivar, Customer Service Manager

Wells Fargo Treasury Management Client Delivery,
San Francisco, CA USA: Nancy Hernandez,
Client Service Manager

Customer Service Training Professional of the Year

Wells Fargo Treasury Management Client Delivery, San
Francisco, CA USA: Kelsie Nelson, Learning and
Development Consultant

Woman of the Year in Customer Service

Achievers, Toronto, ON Canada:
Trish Convery, Director of Customer Experience

BiggerPockets, Denver, CO USA:
Hilary Catton, Senior Director of Customer Service

Cinch Home Services, Boca Raton, FL USA:
Miriam Clifford, Customer Service Operations Manager

Compeat, Austin, TX USA:
Kristin Aduna, Director of Customer Success

CoverMyMeds, Columbus, OH USA:
Emily Thompson, Training Manager, Customer Operations
Support Team

HomeServe USA, Norwalk, CT USA:
Natasha Arnold, Senior Project Manager

Kleer, Wayne, PA USA:
Dianna McHugh, Vice President of Customer Success

MRO Corp, Norristown, PA USA:
Anne Apostol, Director of Requester Services

Spinnaker Support, Greenwood Village, CO USA:
Karen Blazek, Director of Customer Success

Sun Basket, San Jose, CA USA:
Aimee Ignacio, Operations Supervisor, Customer Service

TTEC, Englewood, CO USA:
Val Farlow, Senior Vice President of Operations

VXI Global Solutions, Los Angeles, CA USA:
Eva Wang, Co-Founder and Co-CEO



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES

Customer Service Team of the Year – Recovery Situation – Business Services Industries

GoDaddy, Scottsdale, AZ USA:
Email Migrations as a Service Team

Customer Service Team of the Year – Recovery Situation – Financial Services Industries

DHL Express, Heredia, Costa Rica:
DHL Express Americas Finance Query Handling
Department, managing 23 countries

Future Generali India Insurance Company Ltd., Mumbai, India:
Never Back Down

InsureMyTrip, Warwick, RI USA: InsureMyTrip Anytime
Advocates Program Expands, Recovers 1.5 Million

John Hancock Financial Services, Boston, MA USA:
Reducing Financial Risk While Sustaining Performance

TAG Employer Services, Phoenix, AZ USA:
TAG Employer Services

The Western & Southern Life Insurance Company, Cincinnati, OH USA: Recapturing Service!

Customer Service Team of the Year – Recovery Situation – Other Service Industries

Delta Vacations, Minot, ND USA:
Delta Vacations SOS Team – Punta Cana Event

Michael Kors, New York, NY USA:
Recovering From a Poorly Designed Warranty Program

UPMC Health Plan, Pittsburgh, PA USA: UPMC Health
Customer Service Team of the Year – Recovery Situation

V Digital Services, Phoenix AZ USA: Customer Service Team
of the Year – Recovery Situation – Other Service Industries

Customer Service Team of the Year – Recovery Situation – Technology Industries

Dell Technologies, Roundrock, TX USA:
Recovery Situation | Product Excursions

ECI Software Solutions, Fort Worth, TX USA:
Successful Acquisitions Lead to Revamped Customer
Service Program

MediaRadar, Inc., New York, NY USA:
MediaRadar Client Services – Recovery

Customer Service Team of the Year – Recovery Situation – All Other Industries

Anexa BPO, Mexico City, Mexico:
From Stress to Success: a Tale of a Mexican
Contact Center

DHL Express Romania, Bucharest, Romania:
DHL Romania Customer Service Engagement &
Turnover Recovery 2019

DHL Express Vietnam, Ho Chi Minh City, Vietnam:
When struggles develop your strengths

HomeServe USA, Norwalk, CT USA:
Raising the Bar on Triage and Root Causes

Customer Service Complaints Team of the Year – Business Services Industries

GoDaddy, Scottsdale, AZ USA:
GoDaddy – Proactive complaints support

WNS (Holdings) Limited, Mumbai, India: Complaint Reduction

Customer Service Complaints Team of the Year – Financial Services Industries

Future Generali India Insurance Company Ltd., Mumbai, India:
Grievance-Management & Beyond.
Being a customer-advocate – an honor of a lifetime

Customer Service Complaints Team of the Year – Other Service Industries

American Airlines, Ft. Worth, TX USA:
Serving those who have served

Dorel Juvenile, Columbus, IN USA:
We Make Problems into Opportunities

Customer Service Complaints Team of the Year – Technology Industries

IBM, Armonk, NY USA: Implementation of Agile in Global
Complaint Management

Customer Service Complaints Team of the Year – All Other Industries

HomeServe USA, Norwalk, CT USA:
Honest & Transparent Complaint Management Delivering
Customer Trust & Integrity

Purchasing Power, LLC, Atlanta, GA USA:
Restructuring Complaints & Escalations to Increase
Customer Satisfaction



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

Front-Line Customer Service Team of the Year – Business Services Industries

Mailing.com, Phoenix, AZ USA:
For mailing.com, Customer Service is Person-to-Person,
Not Person-to-Bot

Multifamily Utility Company, San Diego, CA USA:
Not Just Another Billing Company

WNS (Holdings) Limited, Mumbai, India:
Best Omni channel customer experience

Front-Line Customer Service Team of the Year – Financial Services Industries

Akbank, Istanbul, Turkey:
Excellent Customer Experience With Akbank
Remote Center

Competence Call Center, Vienna, Austria:
Raiffeisen Bank & CCC

DHL Express (Brazil) Ltda, São Paulo, Brazil:
Customers are the king but people are the stars

Further, Eagan, MN USA:
Going a Step Further with Our Customer Service Team

Optima Tax Relief, LLC, Santa Ana, CA USA:
Optima Tax Relief Team Client Care Team

Front-Line Customer Service Team of the Year – Other Service Industries

Arch Mortgage Insurance, Greensboro, NC USA:
Arch MI's Underwriting Operations team

Beltone, Glenview, IL USA: Beltone Customer Service Team:
One & Done Customer Care Philosophy

ClassicCars.com, Phoenix, AZ USA: Striving for Best in Class

Consumer Priority Service, Brooklyn, NY USA: Art to Empathy

MOTOR Information Systems, Troy, MI USA:
MOTOR's Customer Service Team

UPMC Health Plan, Pittsburgh, PA USA:
UPMC Health Plan Connect Center's Front Line
Customer Service Team

Front-Line Customer Service Team of the Year – Technology Industries

Adaptiva, Kirkland, WA USA:
Adaptiva Support Exceeds Expectations: Achieves 100%
Positive Customer Feedback for 14 Consecutive Months

AireSpring, Van Nuys, CA USA:
Transforming the Telco Customer Experience

Biscom, Westford, MA USA:
Why Biscom Support Still Thrives in a Self-Service World

Black Box Corporation, Lawrence, PA USA:
Excellent Pre- and Post-Sales Support Is Essential to
Our Brand Promise

CivicPlus Technical Support:
CivicSupport, Manhattan, KS USA: CivicSupport® –
An Exceptional Customer Experience Starts with Us

DataCore Software, Fort Lauderdale, FL USA:
DataCore Technical Support Team

Druva, Sunnyvale, CA USA: Druva's Customer First Team

FluentStream Denver, CO USA:
FluentStream is the Best Front-Line Customer
Service Team of 2019

HCSS, Sugar Land, TX USA:
Providing our Customers ever-growing value

HireVue, South Jordan, UT USA:
Preventing, Optimizing, and Responding

Loopio Inc., Toronto, ON Canada:
The Loopio Partnership Approach

Mailchimp, Atlanta, GA USA:
Becoming an All-in-one Marketing Platform:
How Our Front-line Teams Helped Make it Happen

OneCause, Indianapolis, IN USA:
Improved Customer Experience with Real Impact

Pushpay, Redmond, WA USA:
Pushpay – Personalized Customer Care in the Digital Age

Replicon, Inc., Redwood City, CA USA:
Replicon's Customer Service Team Excels at Providing
Hassle-free Customer Experience

Seismic, San Diego, CA USA:
Seismic Customer Success Team

Spinnaker Support, Greenwood Village, CO USA:
Oracle Support Team



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

Front-Line Customer Service Team of the Year – Technology Industries – *Continued*

- StarHub Ltd., Singapore:
Transforming the StarHub Customer Experience
Through #HelloChange
- UserTesting, San Francisco, CA USA:
UserTesting Customer Support Team
- Valimail, San Francisco, CA USA:
Valimail Enforce and Valimail Defend Customer
Service Team
- Verimatrix, San Diego, CA USA:
Verimatrix – Global Technical Support
- Wolters Kluwer's ELM Solutions, Houston, TX USA:
ELM Solutions Client Success Management Excels in
Improving the Customer Experience
- xneelo (formerly Hetzner), Durbanville, Cape Town,
South Africa: Here to help, 24/7 – Humans at the Heart of
our Hosting Service

Front-Line Customer Service Team of the Year – All Other Industries

- Agero, Medford, MA USA:
Agero's Front-Line Customer Service Team
- DHL Express (Brazil) Ltda, São Paulo, Brazil:
Quality with Excellence
- DHL Express, Dhaka, Bangladesh:
DHL Express BD Front Line Team
- DHL Express, Johannesburg, South Africa:
South African Frontline Call Centre Team
- DHL Express Vietnam, Ho Chi Minh City, Vietnam:
ICCC is not a program, it is our mindset and behavior
- Guardian Storage, Pittsburgh, PA USA:
Guardian Storage Front-Line Customer Service Team
- HomeServe USA, Norwalk, CT USA:
Tech Specialist Team – Supporting Positive Outcomes
for Customers
- HomeServe USA, Norwalk, CT USA:
Tier 2 Supporting the Optimum Customer Journey
- Hunter Plastic Surgery, Charlestown, NSW Australia:
Hunter Plastic Surgery Power Team

Back-Office Customer Service Team of the Year – Business Services Industries

- Dell Technologies, Roundrock, TX USA:
Centralized Technical Experts Team
- HomeServe USA, Norwalk, CT USA:
Elite Contractors Recruitment Team

Back-Office Customer Service Team of the Year – Financial Services Industries

- Cinch Home Services, Boca Raton, FL USA:
Authorizations Support Group
- DHL Express (Brazil) Ltda, São Paulo, Brazil:
Query Handling Backline Team – From good to great
- TIAA, New York, NY USA:
Silo-Busting Through Co-Location of NSL and
Operation Teams

Back-Office Customer Service Team of the Year – Other Service Industries

- Delta Vacations, Minot, ND USA:
Delta Vacations Quality Control Team
- UPMC Health Plan, Pittsburgh, PA USA:
Differentiating Our Customer Service with Back Office
Support Team

Back-Office Customer Service Team of the Year – Technology Industries

- Achievers, Toronto, ON Canada:
Achievers Operations Team – Changing the way we work.
- FIS, Jacksonville, FL USA:
The FIS Digital Payment Fraud Team – Leading the Way
in Fraud Prevention
- IBM, Armonk, NY USA:
GFAM Climate Project Team – Driving Business Result
through Employee Engagement
- IBM, Armonk, NY USA:
Quote-to-Cash (Q2C) Latin America Team – Transforming
Order Management
- IBM, Armonk, NY USA:
Quote to Cash Operations (Q2C) Team,
Transforming System Hardware Business Support
- Prov International Inc., Tampa, FL USA:
Customer Support Center Team – The future of
Customer Service



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

Back-Office Customer Service Team of the Year – All Other Industries

HomeServe USA, Norwalk, CT USA:
Quality Control Team – Proactively Making a Difference to
Customer Experiences

Michael Kors, New York, NY USA:
Consumer Support Team Creating a Better After-Sales
Customer Service Experience

VIZIO Inc., Irvine, CA USA: VIZIO's Quality Team

Contact Center of the Year (Up to 100 Seats) – Business Services Industries

ExakTime, Calabasas, CA USA:
Improving The Customer Experience Through Data
Backed Actions

Contact Center of the Year (Up to 100 Seats) – Financial Services Industries

BNY Mellon's Albridge, Pennington, NJ USA:
BNY Mellon | Albridge Contact Center

PAi, De Pere, WI USA: Pai's Care Center

SurePayroll, Glenview, IL USA:
From Customer-Focused to Customer-Powered:
Turning Data into Action

Contact Center of the Year (Up to 100 Seats) – Technology Industries

Autosoft, Inc., West Middlesex, PA USA:
Autosoft Contact Center

Buildium, Boston, MA USA:
A Year of Technological Investments Leads to an
Increase in Agent Productivity

Carbonite, Inc., Boston, MA USA:
A Carbonite Turnaround Success Story

Constant Contact, Waltham, MA USA:
Constant Contact Website Builder Support Team

CoverMyMeds, Columbus, OH USA:
CoverMyMeds Contact Center

Druva, Sunnyvale, CA USA:
Druva's Cloud-based Customer Success Center

Looker, Santa Cruz, CA USA: Department of Customer Love

Loopio Inc., Toronto, ON Canada:
The Loopio Partnership Approach

OneCause, Indianapolis, IN USA:
Innovative Contact Center Powering Great Missions

Pushpay, Redmond, WA USA:
Pushpay – Personalized Customer Care in the Digital Age

Contact Center of the Year (Up to 100 Seats) – All Other Industries

DHL Express, Buenos Aires, Argentina:
Argentinean Frontline Customer Service Department

DHL Express, Dhaka, Bangladesh:
DHL Express BD Contact Center

DHL Express Ecuador, Quito, Ecuador:
DHL Express Ecuador Contact Center

DHL Express Vietnam, Ho Chi Minh City, Vietnam:
CS Vietnam – No Mountain High Enough

Contact Center of the Year (Over 100 Seats) – Business Services Industries

DHL Express, Johannesburg, South Africa:
DHL Express South Africa Contact Center

Contact Center of the Year (Over 100 Seats) – Financial Services Industries

Akbank TAS., Istanbul, Turkey: Akbank TAS Contact Center

Alliance Data, Columbus, OH USA:
Alliance Data Contact Center

Allianz Global Assistance, Richmond, VA USA:
Allianz Global Assistance Contact Center

Aon Affinity Travel Practice, Garden City, NY USA:
Aon Travel Practice Contact Center and Center
of Excellence

Barclays, Henderson, NV USA: Barclays:
Skills Development & Employability Opportunities

DenizBank A.S., Istanbul, Turkey:
Achieving Excellence with Creating Value Culture

TIAA, New York, NY USA: Achieving Client Outcomes:
Front-line Engagement, Support & Development



CUSTOMER SERVICE & CONTACT CENTER TEAM CATEGORIES – *Continued*

Contact Center of the Year (Over 100 Seats) – Other Service Industries

- Delta Vacations, Minot, ND USA:
Delta Vacations Customer Engagement Center:
The Power of Connection
- EmblemHealth, New York, NY USA: Caring for New Yorkers
- Rakuten (formerly Ebates), Beloit, WI USA:
Rakuten Member Services, Here to Help!
- Texas Department of Family and Protective Services (DFPS)
Statewide Intake, Austin TX USA: The Statewide Intake
(SWI) division – Texas Abuse Hotline
- VXI Global Solutions, Los Angeles, CA USA:
VXI Global Solutions Contact Center

Contact Center of the Year (Over 100 Seats) – Technology Industries

- Blackbaud, Inc., Charleston, SC USA:
Blackbaud Customer Support
- Cvent Inc, McLean, VA USA: Cvent Inc., Contact Center
- ezCater, Boston, MA USA: Insanely Helpful at Our Core
- FluentStream, Denver, CO USA:
FluentStream Contact Center
- Mailchimp, Atlanta, GA USA:
Becoming an All-in-one Marketing Platform
- Vodafone Turkey, Istanbul, Turkey:
Vodafone Turkey Contact Center

Contact Center of the Year (Over 100 Seats) – All Other Industries

- HomeServe USA, Norwalk, CT USA:
Winning Day 1 to Become Contact Center of the Year
- StarHub Ltd, Singapore:
Transforming the StarHub Contact Centre Through
#HelloChange
- Wolverine Worldwide Contact Center, Richmond, IN USA:
Growing Again; Alongside 12 Brands You Grew Up With

Customer Service Management Team of the Year

- DHL Express Vietnam, Ho Chi Minh City, Vietnam:
DHL Express Vietnam CSM – Leaders in Changing Time
- HomeServe USA, Norwalk, CT USA:
A Collaborative Management Approach to Become a
Center of Excellence
- SCAN Healthplan, Long Beach, CA USA:
SCAN's Member Service Management Team
- VXI Global Solutions, Los Angeles, CA USA:
The VXI management team

Customer Service Training Team of the Year – External – Financial Services Industries

- EFG Companies, Irving, TX USA:
Significant Client ROI Through Training Investment

Customer Service Training Team of the Year – External – Technology Industries

- Khoros, Austin, TX USA: Khoros Enablement Team

Customer Service Training Team of the Year – External – All Other Industries

- Learning Tribes, Miami, FL USA:
The Academia | Turning MyAcademy into a Learning
Experience University

Customer Service Training Team of the Year – Internal – Business Services Industries

- VXI Global Solutions, Los Angeles, CA USA:
VXI Customer Service Training Team

Customer Service Training Team of the Year – Internal – Financial Services Industries

- Future Generali India Insurance Company Ltd., Mumbai, India:
Lighting-up knowledge lamps, we dispel ignorance camps.



**Customer Service Training Team of the Year –
Internal – Other Service Industries**

Delta Vacations, Minot, ND USA:
Delta Vacations Training Team

World Travel Holdings, Wilmington, MA USA:
Talent Development Team: Our Cornerstone of
Remarkable Experiences

**Customer Service Training Team of the Year –
Internal – Technology Industries**

CoverMyMeds, Columbus, OH USA:
CoverMyMeds Training Team

IBM, Armonk, NY USA:
Technical Kaizen Volunteer Program

SolarWinds MSP, Durham, NC USA:
Success Enablement (SE) Team

Support.com, Sunnyvale, CA USA:
Transformational Leadership Development with a
Remote Work Force

**Customer Service Training Team of the Year –
Internal – All Other Industries**

HomeServe USA, Norwalk, CT USA:
Interactive & Intuitive Training Initiatives for
HomeServe Customers

MTM, Lake St. Louis, MO USA: MTM Training Team

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GRAND STEVIE® AWARD TROPHIES**





Learn more about the 2020 Judges

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Judging of the 2020 Stevie® Awards for Sales & Customer Service was conducted in November 2019 – January 2020 by more than 180 professionals worldwide. Their average scores determined the Finalists, and the Gold, Silver and Bronze Stevie-winner placements among the Finalists to be revealed tonight.

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Mark Your Calendar for the 2021 Stevie® Awards for Sales & Customer Service

July 21 2020: Call for entries issued

October 14: Early-bird entry deadline – entry fees discounted

November 12: Entry deadline

November 2020 – January 2021: Judging

January 13 2021: Last day late entries will be accepted with payment of \$55 late fee per entry

January 20: Finalists notified

January 21: Public voting opens for People's Choice Stevie Awards for Favorite Customer Service

February 17: Public voting closes at 11:59 pm ET for People's Choice Stevie Awards for Favorite Customer Service

March 5: Awards banquet at Caesars Palace in Las Vegas, Nevada USA



THE STEVIE® AWARDS

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