**Nomination Form**

**OUTSOURCED CONTACT CENTRE OF THE YEAR**

Thank you for making an entry to The North East Contact Centre Awards 2022.

**Guidance on completing the form**

* Before beginning to complete this form, you should read the criteria and download and read the nomination toolkit from the resources page of the website. You should refer to the criteria throughout your submission: [www.necca.co.uk/enter](http://www.necca.co.uk/enter)
* If at any point during the nomination process, you have any questions or queries don’t hesitate to contact the team [hello@projects-studio.co.uk](mailto:hello@projects-studio.co.uk) / 0191 580 4005
* Completed nominations should be emailed to hello@projects-studio.co.uk no later than 5pm on Friday 29 July 2022.
* This year we are not accepting attachments and supporting evidence at the 1st stage, to ensure a level playing field for everyone making an entry, so please enter all required information in the form. The judges will gladly receive supporting evidence at the 2nd stage.

**Nominee’s Details**

|  |  |
| --- | --- |
| Name of the Organisation |  |

**Nominated by**

|  |  |
| --- | --- |
| Name |  |
| Job Title |  |
| Company |  |
| Email Address |  |
| Best Contact Number |  |
| Line Manager Name |  |

**This nomination has been approved by my Line Manager**

**Section 1: About the organisation** (This section is not scored)

Please give a brief description of the organisation and what it does. (max 1,000 characters)

**Section 2: What did the Organisation achieve?**

**Organisation KPI Achievements 2022**

The KPIs below are a guide for you to detail your achievements. Please complete all those that are applicable and add in any KPI’s that are unique to your organisation and you feel are appropriate. If a KPI is not applicable you do not have to complete that line.

|  |  |  |
| --- | --- | --- |
| **KPI** | **Target/Goal** | **Achieved** |
| **CUSTOMER** | | |
| Customer Satisfaction |  |  |
| NPS |  |  |
| First Touch Complaint Resolution |  |  |
| AHT (If applicable) |  |  |
| Avg speed to answer |  |  |
| **COMPANY** | | |
| Compliance |  |  |
| Sales Performance |  |  |
| Income |  |  |
| Cost Reduction |  |  |
| **COLLEAGUE** | | |
| Attendance |  |  |
| Attrition |  |  |
| Organisational Engagement Score / ENPS |  |  |
| **COMMUNITY** | | |
| Community Participation |  |  |
| Charities Supported |  |  |
| Funds Raised |  |  |
| People Reached |  |  |
| **Other Organisational KPI’s** | | |
|  |  |  |

Please describe any other achievements. (max 1,000 characters).

**Section 3: How did the Organisation achieve what they did?**

Please describe how the organisation achieved what it did? (max 1,500 characters).

**Section 4: Describe the Impact of the Organisation’s work.**

Please describe the impact of the organisation’s work on their customers, colleagues and company. How did the organisation conduct itself during this time? (max 1,500 characters total in each section).

**CUSTOMER** (1,500 characters)

**COLLEAGUE** (1,500 characters)

**COMPANY** (1,500 characters)

**CONDUCT** (1,500 characters)

**Section 5: Why should this Organisation be crowned Outsourced Contact Centre of the Year at The North East Contact Awards 2022?**

Please describe why you feel that this Organisation should win this category. (1,500 characters)