**Nomination Form**

**AWESOME TEAMS**

Thank you for making an entry to The North East Contact Centre Awards 2021.

**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 get in touch with the team who will be happy to advise: [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 30 July 2021.
* 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.

**Which category are you making this entry for?**

Choose an item.

**Nominee’s Details**

|  |  |
| --- | --- |
| Name of Team |  |
| Name of Team Leader |  |
| Email Address |  |
| Best Contact Number |  |

**Nominated by** (All correspondence regarding this nomination will be sent to the Nominator.)

|  |  |
| --- | --- |
| 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 Nominee** (This section is not scored)

Where does the team work? What does the organisation do? What is the team’s role within the organisation? (max 1,000 characters)

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

**Team Category KPI Achievements 2021**

The KPis below are a guide for you to detail the team’s achievements. Please complete all those that are applicable and also 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 Satisfaction |  |  |
| NPS |  |  |
| First Touch Complaint Resolution |  |  |
| Compliance |  |  |
| Sales Performance |  |  |
| Attendance |  |  |
| AHT ( If applicable) |  |  |
| Avg Speed to answer |  |  |
| Other relevant KPI’s | | |
|  |  |  |

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

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

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

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

Please describe the impact of their work on their customers, colleagues and company. How did they conduct themselves 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 Team win this Awesome Team category at the North East Contact Centre Awards 2021?**

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