



AUSCONTACT
EXCELLENCE AWARDS

CELEBRATING 30 YEARS

INDIVIDUAL CATEGORIES

Members \$199 • Non Members \$400
prices exclude GST

Customer Contact Professional

Customer Contact Professional's manage customer relationships in any channel. This may include inbound or outbound interactions, chat, face to face services, or helpdesk functions. Includes roles such as Customer Service Representative, Service Consultants, Agents etc.

Coach or Quality Professional

Coach or Quality Professional's support staff to improve the skillsets required to deliver exceptional service. These roles focus on improving or enhancing performance through the provision of feedback, targeted coaching support activities, performance assessments, work activity assessment and other review activities. Includes roles such as Coach, Quality Assessor, Staff Improvement Officer etc.

Training Professional

Training Professional's are responsible for ensuring the readiness of the workforce through the delivery of training and ongoing support programs to ensure staff are prepared to successfully perform their roles. Their duties may include creating educational material, conducting training sessions, identifying skill gaps and ensuring staff remain motivated throughout the learning process.

Team Leader/Team Manager

Team Leader/Team Manager's have direct line responsibility for the management, development and leadership of customer contact professionals across all channels.

Workforce Management Professional

Workforce Management Professional's perform roles that are typically behind the scenes of the centre, ensuring the right work gets to the right people at the right time. Includes roles such as Schedulers, Forecasters, Real Time Analysts, Workforce Planning etc.





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Operational Support Professional

The Operational Support Professional's provide support to ensure the successful running of the centres operations. Types of support provided may be; administrative support, tech support, process management or any other function that ensure teams and leaders are supported to deliver in the contact centre environment. Includes roles such as Executive Assistants, Administration Officers, HR Officers, Recruitment Officers etc.

Business Analyst / Reporting Professional

Business Analysts and Reporting Professional's play a crucial role in the contact centre environment. Their roles may entail gathering data, building reports or analysing data to create a foundation and guide for decision making. This work supports performance visibility, target tracking and can identify opportunities for change. Includes roles such as Reporting Officer, Business Analyst, Data Analyst etc.

Customer Experience Champion

Customer Experience Champion's can be individuals in any role who advocate and drive change to enhance the customer experience for their organisation. These individuals go above and beyond to ensure the customer experience is optimised. They may be in project roles, business improvement roles, support roles, or delivering beyond their title to advocate and drive change for the customer.

Centre Manager

The Centre Manager has responsibility for the whole contact centre, they are the leader of leaders and have responsibility for the overall operation of the centre.

Rising Star

The Rising Star award recognises emerging talent. These individuals have been in the contact centre for under 12 months and in that time, have demonstrated strengths and capabilities that indicate strong potential for career growth within their organisation and beyond. Nominees exemplify the qualities and aptitude to excel and can be in any role within an operation. Nominations for this award are made by a manager, colleague or peer (nominator) for an individual who they consider a rising star. The online submission will be completed by the nominator rather than the individual nominated.





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Contact Centre of the Year

This award recognises excellence across all areas of the contact centre. The winner of the Contact Centre of the Year is able to demonstrate a holistic approach to developing people, building organisational value, and delivering customer excellence. Showcasing an alignment to organisational goals and strategic outcomes, the Contact Centre of the Year Award is the ultimate recognition of organisational excellence.

Customer Experience Initiative of the Year - Digital Transformation

Showcases digital programs focused on enhancing the customer experience. This might include a digital or technological implementation program, the introduction of a digital solution, or the enhancement of a digital service offering where there have been visible improvements to the customer experience.

Customer Experience Initiative of the Year - Workforce Transformation

Showcases a program focused on changes to the workforce operations that have had a marked positive impact on the customer experience. This might include projects such as new training programs, staff development strategies, a redesigned operating model, or workforce structure which has had a visible impact on the customer experience.

Customer Experience Initiative of the Year - Process Transformation

Showcases initiatives focused on process changes which result in an enhanced customer experience. This includes improvement projects that may cover targeted business improvement approaches, a re-engineering work program, a process change for customers, or other projects focused on changing the way you do work to make the customer experience better.





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Employee Experience Initiative of the Year - Mental Health and Wellbeing

Showcases an organisational program or project focused on the health and wellbeing of their people. Nominees can cover any element of mental health and wellbeing where there is a targeted campaign focused on pre-emptive actions, addressing existing issues or support frameworks to help employee mental health and wellbeing.

Employee Experience Initiative of the Year - Engagement and Culture

Showcases an organisational program or project focused on building or enhancing culture and engagement within the contact centre environment. This includes culture programs, engagement strategies or team/centre initiatives and will focus on building a culture where your people thrive and are supported to succeed.

Employee Experience Initiative of the Year - Diversity and Inclusion

Showcases an organisational program or project focused on supporting, building and nurturing an environment where diversity and inclusion is celebrated. This can include any programs or elements of programs, that result in bringing diversity and inclusion to life within your centre and organisation.





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NATIONAL CATEGORIES

Awarded at National Celebration
on 15 November 2024, Brisbane

Best Collaboration

This award showcases partnerships between two organisations to achieve a goal. This could include technology implementations, a consulting project, a recruitment campaign, a marketing campaign, or any other project where two organisations demonstrate a collaborative partnership that successfully delivered an outcome, enhancing the contact centre operation or customer experience.

Vendor & Practitioner Collaboration Category

Service Excellence Award

This award objectively measures the quality of service conversations through the analysis of micro-behaviours demonstrated that are aligned to positive customer outcomes. Using redacted calls from unique agents, an analysis is completed by GRIST covering each stage within the call. An overall rating will be determined for the organisation. Entering this category is free for any Member organisation who has nominated in another organisation category. Non members can enter this category at the organisation rate for nominations. Awarded at National level only.

\$499 ex GST unless entering organisation award



Sales Excellence Award

This award objectively measures the quality of sales conversations through the analysis of micro-behaviours demonstrated that are aligned to positive customer outcomes. Using redacted calls from unique agents, an analysis is completed by GRIST covering each stage within the call. An overall rating will be determined for the organisation. Entering this category is free for any Member organisation who has nominated in another organisation category. Non members can enter this category at the organisation rate for nominations. Awarded at National level only.

\$499 ex GST unless entering organisation award

Jane King Excellence Award for Innovation

This award is a judges choice award and recognises innovation and change within the business and is awarded to one national finalist across the organisational categories. This winner of this category will be awarded based on the impact of the change on the business. The innovation can cover any aspect of the contact centre operation where a new approach, system, strategy or innovative project has been implemented.

Judges Choice

