



UK National
Contact Centre
Awards

2023

Toolkit
2023

Tips for
entering

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About the UK National Contact Centre Awards

Celebrating their 28th year in 2023, the UK National Contact Centre Awards are the longest running and the most highly respected programme in the UK. Why? Because when you win, you have really deserved it.

The UK National Contact Centre Awards are organised by the CCMA | Call Centre Management Association. The CCMA is the longest established association representing the contact centre industry in the UK.

Who is recognised at these awards?

These awards recognise the best talent in our industry. Judges are looking for the individuals and teams in our industry who are role models, inspiring others and deserve recognition for the work they are doing in their contact centre operation.

Past winners have gone on to great things – many are now at senior management and board level, and some make up our panel of highly qualified independent judges.

Who can enter?

The awards are open to all contact centre operations based in the UK - no matter how small or large you are. We just want to find and recognise the best people in our industry. Members of the CCMA can enter for free - there is a small fee for non-members. And you can enter as many times as you like.

What makes these awards so special?

The UK National Contact Centre Awards have an excellent reputation for being of a very high standard due to the judging process and the quality of the judges, supported by our five Head Judges.

All the nominees go through a comprehensive judging experience, including face-to-face interviews, panel judging and site visits.

How much does it cost to enter?

For CCMA members, all award entries are FREE of charge as part of your membership.

If you are not a member, the first award entry is £249 and then each subsequent entry is discounted to £100.

Why not become a member and get entry into the awards for free, please contact Laura to chat more on laura@ccma.org.uk.



Let's get started!

**Do you think you have what it takes to
bring home an award?**

This toolkit will help you get organised! Read on for important dates and deadlines, category criteria, tips and tricks, and more. In the final pages, you'll find the nomination questions. Print them off, divide and conquer, and start planning your entries. Just be sure to press submit before the deadline!

The awards program recognises individuals, teams and organisations in 28 unique categories.

CCMA members can enter for free. There is a fee of £249 for one entry and £100 for each additional entry if you are not a member. You can enter as many categories as you like.



Important dates & deadlines

**Nominations open:
Wednesday 7 December 2022**



**Nominations close:
Friday 24 February 2023**

**Webinar to help
with your entries:
Friday 13 January 2023**



**Judging takes place throughout
April and May 2023**

**Winners announced at
the Awards Night on
Monday 19 June 2023**



Why enter?

- **Recognise a significant year of achievement**

If the last 12 months have been a year of key milestones and deliverables, then take this opportunity to celebrate those achievements. Give your people the recognition that they deserve to ensure that they feel valued.

- **Raise your teams profile**

Use these awards to let other departments and the senior executives in your organisation know how good your contact centre people really are.

- **Benchmark your talent/teams**

Entering the awards will help you benchmark against others in your category. By entering, you will be able to gauge how your contact centre people and teams compare against the very best.

- **Recognition**

We work in a fast changing, busy industry and achievements are easy to overlook. Reflecting on your key achievements allows you to pause and consider what (and who) contributed to your success and to recognise those individuals.

- **Engage your employees**

Winning awards has a very positive impact on a team's morale and can improve employee engagement. In our experience, simply being nominated for a national award means a lot to people and demonstrates that you value their contribution.

- **Attract new employees**

People want to work for an organisation that is successful and people focused. Being shortlisted for a National Award can help you attract the best new employees. People are drawn to award-winning businesses because they want to work for a reputable company.

- **Celebrate your achievements**

Give your best people the opportunity to attend the UK's biggest industry party. The Awards Night was attended by over 1,000 industry professionals in 2022 at our fabulous new venue, Old Billingsgate in London.

- **Join a community of exceptional contact centres, leaders and teams**

Want to share your views, brainstorm ideas or connect with award-winning peers? Join a prestigious network of UK National Contact Centre Awards finalists and winners.



Making an entry

It's so easy to enter the UK National Contact Centre Awards. Once you've provided a little information about who you're nominating, there are just a couple of questions before pressing submit. Here's some advice to help you.

- You will find all the categories and how to enter online at: www.ukncca.co.uk
- Share the categories internally and seek colleagues advice on the categories you should enter.
- Decide which categories you want to enter. Think about your contact centre's significant achievements and the people who have stood out. Play to your strengths by entering the most relevant categories.
- If you're unsure about the criteria for any category – call us on **0333 939 9964** or email: help@ukncca.com
- Ask for our advice if you need it! We are happy to talk through the categories with you to ensure that your nomination meets the criteria.
- Register and complete your entries via the website: www.ukncca.co.uk
You can start your entry, then revisit it as many times as you like before finally submitting.
- It's ok to nominate yourself – plenty of previous winners have done this!
- It should take no more than 30 minutes to complete each nomination.

We know that many award programmes offer extensions in order to increase the level of nominations they receive – at the CCMA we don't believe that's fair to those that have worked hard to hit the deadline.

Hotline – **you can phone us at anytime** for advice or support – 0333 939 9964. And we will keep the hotline open until midnight on the 24 February, so if you have any technical problems you can reach us.

**Don't
miss the
deadline of
24 February!**



Our top tips for a successful entry

- 1 Choose your best people and your best initiatives for nominations.**

Just nominating lots of people in the same category is giving the wrong message to the judges. You need to be confident that you are choosing your best people to have the best chance of being shortlisted and winning.
- 2 Keep it simple.** It's tempting to tell our judges about every amazing thing you have achieved, but it's important to stick to the criteria. Tell the judges about your proudest achievements in a clear, consistent way. For example, tell us the reason for the initiative, how you implemented it, and the results you achieved.
- 3 Keep it real.** We're not judging you on a fancy presentation or long words, that doesn't matter to our judges. We want to judge real people, doing real things. Tell it as it is, it just needs to be authentic.
- 4 Remember that the judges don't know your organisation.** Avoid jargon and acronyms.
- 5 Provide evidence.** Keep statements factual, as this will help with the credibility of your entry. For example, instead of saying: "We have an excellent recognition program", say: "Our recognition programme contributed to an employee engagement increase of X% since the programme began."
- 6 Don't forget the customer!** It's really important that you make it clear how the individual, team or initiative has impacted customers. Customer testimonials are incredibly powerful – choose the best few examples that clearly and concisely demonstrate your excellence.
- 7 Tell your story.** Share your motivations, what drives you, what you set out to do and what you achieved.
- 8 Supporting information can help.** If you are including supporting information, don't overload judges with materials that aren't relevant to your entry. Some good ideas to include are:
 - KPI charts, reports, project deliverables
 - Colleague engagement results/customer satisfaction results
 - Feedback received (internally and externally)
 - Organisation chart (helps the judges understand your organisation).
- 9 Watch our on-demand webinar.** This will be broadcast live on the **13 January at 12 noon** and available to view afterwards on the website.
- 10 Ensure that you have the remit to make the nomination.** Talk to your line manager about the programme and ensure that they support the nomination.



Who are the judges?

The UK National Contact Centre Awards are unique in that all of our judges are people who work full time in our industry. Vendors are not invited to judge. Every judge has a deep understanding of how contact centres operate; they know that life isn't simple and that working in a contact centre brings its own unique challenges. They know what good looks like and they can spot talent when they see it.

Head Judges

We have a small team of Head Judges to ensure the integrity of the programme is maintained, ensuring the categories accurately represent the industry and that winners are selected fairly and via a robust judging process.

Our Head Judges are experienced contact centre leaders that have extensive experience in judging contact centre industry awards.



Pam Kallay,
Vice President Global
Contact Centre
Management, Mastercard



James Revell,
Director of International
Contact Centres,
Air France KLM



Steven Lee,
Director of Consumer and
Shopper Engagement
EMEA, LEGO Group



Sarah Williams, Divisional
Head Customer Experience
and Digital, Westminster
City Council



Jason Mann,
Head of Service
Delivery, Hiscox

Lead Judges

Our team of Lead Judges are a team of industry professionals recognised for their outstanding contact centre achievements. Many have judged these awards for a number of years and have lots of experience of being a Lead Judge. Many are previous winners of these awards and have been a Support Judge too.

Support Judges

Our Lead Judges are accompanied by Support Judges who provide further depth to the judging process. They are CCMA members, previous award winners and industry experts relevant to specific categories to support the integrity of the programme.



What is the judging process?

Naturally, some people are nervous about going through a judging process.

At the CCMA we work hard to make sure that all of our shortlisted nominees enjoy the experience. Our judges are great at making the nominees feel relaxed and they know how to get the most from each person they speak with.

Stage 1: Shortlisting

All entries will be reviewed by a panel of judges and shortlisted against the judging criteria. We will advise those successful or unsuccessful within four weeks of the closing date.

Stage 2: Interviews

The format for this stage in the process varies depending on the category that you are being judged against.

Finalists in the Individual categories will have a one hour face-to-face interview using a virtual platform followed by a 15 minute interview with your line manager to explore your achievements further. The judges will ensure that they ask questions to be able to assess your nomination against each criteria fairly.

All Team Manager finalists will have a 40 minute face-to-face interview using a virtual platform. This is an opportunity to share what you do and what you have delivered. The judges will ensure that they ask questions to be able to assess your nomination against the set criteria fairly.

Team and Organisation category finalists (excluding Contact Centre of the Year or Best Contact Centre Culture) will be invited to attend a virtual panel judging session. Each judging session lasts no more than one hour and will cover:

- Introduction to the judges.
- A short presentation of why you think you should win the category you have been short listed for.
- Question and answer session.

Contact Centre of the Year, Outsourced Contact Centre of the Year and Best Contact Centre Culture category finalists will be invited to showcase their contact centre to the judges in person. An agenda will be provided that will last circa 2 hours.

Of course, the winners will be announced at the Awards Night at Old Billingsgate in London on 19 June 2023.

Tables for the Awards Night will go on sale at the end of March 2023.



Judging criteria

When reading your nomination, listening to the finalists presentations or asking you questions during the second stage of the process, the judges will be looking for evidence of the following areas across all the categories.

So when you complete your nomination entry, check that you have addressed each of these points.

In addition, finalists will be given extra advice on how to focus their time with the judges for the best experience.

Effectiveness

Consistently delivering against key metrics and can demonstrate that they have made a significant, positive, and tangible impact in the last 12 months to the success of the team, the operation and/or the business, as well as the customer.

Continuous Improvement

Using data and insights to actively improve the processes and/or systems within the contact centre, driving innovation, resulting in a positive step change for customers and/or colleagues.

Management

Colleagues and stakeholders are fully engaged and supportive through effective two-way communication and working towards a common goal.

People-Centred Culture

Clearly demonstrates that there is a true focus on people where people are listened to and have the opportunity to grow and learn and there is a real sense of community and purpose.

Customer-Focused

Decisions demonstrably consider the customer and the results provide an improvement in customer-focused KPIs.

Commercially Aware

Good understanding of the commercial needs of the business, the cost/benefit of their contribution and the relevant legal, regulatory and company policies for good governance.

Role Model

Has a good awareness of trends in the industry, benchmarks externally and is pushing boundaries. Actively shares best practice, demonstrates role model behaviours and practices that others in the industry aspire to and can learn from.





What happens next?

Once you have submitted your nomination, we will contact you within four weeks after the closing date of 24 February 2023.

If you are shortlisted to the next stage, you will be contacted by one of the judging panel to arrange your face-to-face interview.

Finalists are determined by nominees who have, through the judging process, reached a benchmark score.

Our Head Judges agree the process, judging criteria and benchmark for all categories.

Winners for each award will be announced at the Awards Night which takes place at **Old Billingsgate in Central London on 19 June 2023.**

The final stage....is to enjoy the experience and celebrate at the biggest party for the UK Contact Centre industry!

Good luck!



Appendices

Categories

The awards are split into three different category groups. Awards are given to individuals, teams or an organisation. The categories to enter this year to recognise the people in your contact centre are below.

Individual Categories

Contact Centre Support Manager of the Year	Significant Contributor NEW!
Learning Manager of the Year NEW!	Rising Star Team Manager of the Year
Trainer of the Year NEW!	Outsourced Team Manager of the Year
Resource Planning Manager of the Year	Team Manager of the Year
Complaints Manager of the Year	Outsourced Contact Centre Manager of the Year
Quality Manager of the Year	Contact Centre Manager of the Year
Change Maker	Contact Centre Leader of the Year
Customer Champion	

Team Categories

Contact Centre Support Team of the Year	Change & Innovation Team of the Year
Learning & Development Team of the Year	Leadership Team of the Year NEW!
Complaints Team of the Year	

Organisation Categories

Most Effective New Employee Experience	Best Approach to CSR (Corporate Social Responsibility) NEW!
Most Effective Approach to Hybrid Working	Best Contact Centre Culture
Best Colleague Wellbeing Programme NEW!	Outsourced Contact Centre of the Year
Best Approach to Diversity, Equity, Inclusion and Belonging (DEIB) NEW!	Contact Centre of the Year





Individual Categories

Contact Centre Support Manager of the Year

Nominees will be non-customer facing managers whose primary role is to provide support to the contact centre operation, either from within the contact centre or in a team that provides significant levels of support to the contact centre. Nominees may manage activities such as data & insight, governance, project management, business continuity, HR, IT or communications. They will have a strong understanding of the contact centres opportunities and challenges and have actively driven through improvements in the last 12 months. They will be a key contributor to the delivery of the contact centres operating plan.

Learning Manager of the Year **NEW!**

Nominees will be responsible for driving the learning strategy, developing a culture of learning and providing colleagues with opportunities to learn and grow within or beyond the contact centre. Nominees may be a Learning and Development Manager, a Training Manager or an equivalent that can demonstrate excellent stakeholder management skills and a passion for helping people progress. They will also be able to demonstrate the impact that they have had on improving the employee and customer experience and the effectiveness of the successful delivery of key learning and development initiatives over the last 12 months.

Trainer of the Year **NEW!**

Nominees will be training their contact centre colleagues in contact centre best practice. They will be using modern approaches to training with impactful delivery and have a process in place to monitor the success of the training. They will therefore be able to demonstrate that their training is effective and having an impact on the customer experience, employee retention and overall contact centre success.



Resource Planning Manager of the Year

Nominees will be non-customer facing individuals whose primary role is to ensure effective planning and workforce management in the contact centre. They will have a strong understanding of the contact centres planning methodology and performance levels and would have demonstrably used this in the last 12 months to drive through efficiency and effectiveness improvements. They will be a key contributor to the creation and delivery of the contact centres operating plan.

Complaints Manager of the Year

Nominees will be managing a customer relations or complaints team and have responsibility for a team of specialists responding to complaints. They will have a good understanding of the customer issues, the changing nature of customer expectations and their complaints and will be able to demonstrate how they have improved the customer experience in the last 12 months. They will understand, and follow, complaints regulatory requirements and have good industry and cross-sector awareness and involvement in improving complaint handling.

Quality Manager of the Year

Nominees will be providing support to the contact centre operation through ensuring that adequate controls and measures are in place to deliver a compliant, quality service to end customers. Nominees will be managers who are passionate about delivering quality through frontline colleagues and will be working closely with the contact centre management team to create an environment where delivering a quality customer experience is paramount. They will be able to demonstrate improvements that they have implemented or influenced in improving processes and measures in the last 12 months.

Change Maker

Nominees will have driven change and innovation across their contact centre operation or the wider organisation in the last 12 months. They will manage a project team either within the contact centre operation or with representatives from many areas of the business to deliver business improvement. They will be able to demonstrate a robust methodology for identifying, prioritising, implementing, and monitoring business improvements and be able to demonstrate clear examples of improvements that have been delivered and the impacts realised across colleague, customer, and business performance metrics.



Customer Champion

Nominees for this category will be driving a customer-centric culture with a focus on improving the customer experience and being the voice of the customer at every opportunity. As a contact centre leader, they will have personally initiated, led and implemented significant developments in the organisations customer experience in the last 12 months. They may have delivered improvements through raising awareness internally, improving processes, systems, or engagement with their organisations customers. Nominees will be natural customer-centric individuals who recognise the impact that a good customer journey has on all elements of the balanced scorecard.

Significant Contributor

Nominees for this award will be colleagues from across the contact centre or support areas of the contact centre, that have made a significant contribution that has made a real difference to the operation, or to the colleague or customer experience. They may be a colleague working in a support team, such as a Coach, Quality Analyst, Performance Analyst, HR Business Partner or Communications Lead, or someone that was seconded to deliver a project within the contact centre. Equally it may be a Team Leader or equivalent, or more senior, who has done something significant outside of their day-to-day role that deserves recognition.

Rising Star Team Manager of the Year

Nominees will have been a Team Manager for less than 12 months and already had a demonstrable impact. They will be responsible for a team of frontline colleagues, with typically between six and fourteen direct reports, who handle enquiries directly from customers. The Team Manager will report directly to the Contact Centre Manager or equivalent and excel in their role on a daily basis delivering on all their key performance indicators.

Outsourced Team Manager of the Year

Nominees will be responsible for a team of frontline colleagues who work in an outsourced contact centre. They will typically have between six and fourteen direct reports who handle enquiries directly from customers. The Team Manager will report directly to the Contact Centre Manager or equivalent and excel in their role on a daily basis delivering on all their key performance indicators. They will have demonstrated key leadership skills in the last 12 months that had an impact on the team, team performance or the relationship with the client.

Team Manager of the Year

Nominees will be responsible for a team of in-house frontline colleagues. They will typically have between six and fourteen direct reports, who handle enquiries directly from customers. The Team Manager will report directly to the Contact Centre Manager or equivalent and excel in their role on a daily basis delivering on all their key performance indicators. They will have demonstrated key leadership skills in the last 12 months that had an impact on the team and/or the team's performance.



Outsourced Contact Centre Manager of the Year

Nominees will have operational responsibility for the day-to-day running of a UK-based contact centre outsourced operation, with Team Managers or equivalent reporting into them. They may have a strategic element to their role and will be responsible for the delivery of the contact centres operating plan and excel in their role on a daily basis delivering on all their key performance indicators. They will have demonstrated key leadership skills in the last 12 months that had an impact on the team, team performance or the relationship with the client.

Contact Centre Manager of the Year

Nominees will have operational responsibility for the day-to-day running of a UK-based in-house contact centre operation, with Team Managers or equivalent reporting into them. They will be responsible for the delivery of the contact centres operating plan, ensuring a healthy colleague culture, and succeeding on all their key performance indicators. Nominees will be able to demonstrate their achievements in leading a motivated, successful, customer-focused contact centre team. They will have demonstrated key leadership skills in the last 12 months that had an impact on the team and/or the team's performance.

Contact Centre Leader of the Year

Nominees will be Directors or Head of Function that have overall strategic responsibility for the contact centre. They will have planned and implemented a strategic change in the last three years that has had a significant impact, such as the transformation of a contact centre operation or an overhaul of the customer experience. They will be forward thinking and able to demonstrate innovation in their approach to strategy, management, and delivery of customer experience through the contact centre and have a track record of delivering excellence with evidence of the impact on employees, customers, and business results. Nominees will have a passion for empowering and inspiring their team and will demonstrably champion the contact centre within their business.





Team Categories

Contact Centre Support Team of the Year

Nominated teams will be providing operational support to customer-facing teams within the contact centre. This could include quality assurance, communications, customer insight, management information, marketing, planning, risk, fraud, IT and HR teams. They will be recognised by their internal customers as experts in their field, will have delivered outstanding support to the contact centre and are able to demonstrate the impact they have had on contact centre performance in the last 12 months.

Learning & Development Team of the Year

Nominated teams will be responsible for delivering the training and development programmes in their contact centre operation. Nominees will have an in-depth understanding of learning management approaches, adopting new ways to embed learning and will connect learning to career progression. They will be recognised by their internal customers as experts in their field and will be able to demonstrate the impact that they have had on improving current learning and development programmes in the last 12 months.

Complaints Team of the Year

Nominations are invited from teams who are managing the organisations customer complaints. They will have a good understanding of the customer issues and will be working closely with the contact centre to drive opportunities in their organisation to reduce complaints going forward. They will be working within regulatory SLAs and have thorough knowledge in this area. They will have processes in place to analyse data and will have demonstrably used the insight to drive improvements across the contact centre and wider organisation to improve the overall customer experience in the last 12 months.



Change & Innovation Team of the Year

Nominations are invited from teams who are focused on delivering change to the contact centre and have implemented a key change programme in the last two years. This may include a small yet impactful change, business readiness, process improvement and continuous improvement initiatives, through to major transformation projects. The team, which may be a project team with representatives from across the business, will be working closely with the contact centre leadership team to understand how to improve the customer and/or colleague experience and will be able to demonstrate the approach that they have taken to identifying issues and deploying solutions, along with the results that have been realized.

Leadership Team of the Year

Nominations are invited from organisations looking to recognise their contact centre leadership team for the impact that they have had in the last 12 months. They may be the strategic leadership team with collective responsibility for the contact centre or a middle management team that is responsible for a division of the contact centre. Together they will have created a diverse and innovative culture, driving change, recognising colleague value and have a track record of delivering excellence with evidence of the impact on employees, customers, and business results. They will actively champion the contact centre within their business and in the wider industry.





Organisation Categories

Most Effective New Employee Experience

Nominations are invited from organisations that have adapted or implemented an effective colleague recruitment, onboarding, and/or induction experience in their contact centre. Judges will be looking for evidence of a great colleague experience covering engagement during the recruitment and/or onboarding journey and a commitment to their induction. Nominees will be able to demonstrate the impact that their approach to the new employee experience is having on attrition.

Most Effective Approach to Hybrid Working

Nominations are invited from organisations that have successfully adopted a hybrid working model in their contact centre. Nominating organisations will be able to demonstrate how they are managing performance, how technology is supporting their model, how they recruit, retain, and engage colleagues and the impact on the customer experience. The nomination will be able to demonstrate the benefits being realised across efficiency and effectiveness, customer experience and colleague experience, with a great culture and a strong performance across key performance indicators.

Best Colleague Wellbeing Programme **NEW!**

Nominations are invited from organisations that are supporting their contact centre colleagues wellbeing, such as mental or physical health, psychological or financial support or personal learning. Their approach will be having a hugely positive impact on the working environment. The nomination will be measured against how successful the programme has been implemented, the benefits that are being realised across the contact centre and the impact the programme is having on colleague engagement in the last 12 months.



Best Approach to Diversity, Equity, Inclusion and Belonging (DEIB)



Nominees will be able to evidence a genuine culture of diversity, equity, inclusion and belonging in the contact centre. They will be able to convey the steps that their organisation has taken to implement and manage a successful DEIB strategy, including communication and training. They will need to demonstrate that they have gone above and beyond legal requirements, created an environment where everyone feels valued and clearly show how this is benefiting the customer.

Best Approach to CSR (Corporate Social Responsibility)



Nominations are invited from organisations that have delivered a programme in the last 12 months that supports their Corporate Social Responsibility strategy. This may include supporting local communities and charities or having a sustained approach to sustainability and saving the environment. Nominees will be able to demonstrate the impact of their support on the beneficiary as well as on colleague engagement and the organisations brand.

Best Contact Centre Culture

Nominees will be able to demonstrate that they have a true focus on people, providing them with great and healthy places to work, learning opportunities, engaging environments, career opportunities, great diversity and inclusion practices, recognition and reward and a real sense of community and purpose. They will be able to evidence the culture from across the contact centre and demonstrate the impact that their culture is having on the customer experience, the performance of the contact centre operation and the wider business.

Outsourced Contact Centre of the Year

Nominations are invited from outsourcers that can demonstrate best practice across their entire contact centre operation. They will be able to evidence an efficient working environment where colleagues have the tools to do their job, an effective and healthy culture where people are encouraged to learn and grow and an engaged workforce who are recognised, rewarded, and valued for their contribution. There will be evidence that both frontline colleagues and customers have an impact on strategic and operational decisions. The impact of this environment will be evidenced in the colleague experience, outstanding feedback from clients and exceptional operational metrics.



Contact Centre of the Year

Nominations are invited from organisations with in-house contact centres that can demonstrate best practice across their entire contact centre operation. They will be able to evidence an efficient working environment where colleagues have the tools to do their job, an effective and healthy culture where people are encouraged to learn and grow and an engaged workforce who are recognised, rewarded, and valued for their contribution. There will be evidence that both frontline colleagues and customers have an impact on strategic and operational decisions, and the impact of this environment will be evidenced in the colleague experience, customer feedback and exceptional operational metrics. Nominees will be able to demonstrate that their contact centre is a central pillar in their business, working effectively with other functional areas, recognised by business leaders for the value it delivers and helping to drive business growth.



Nomination Form

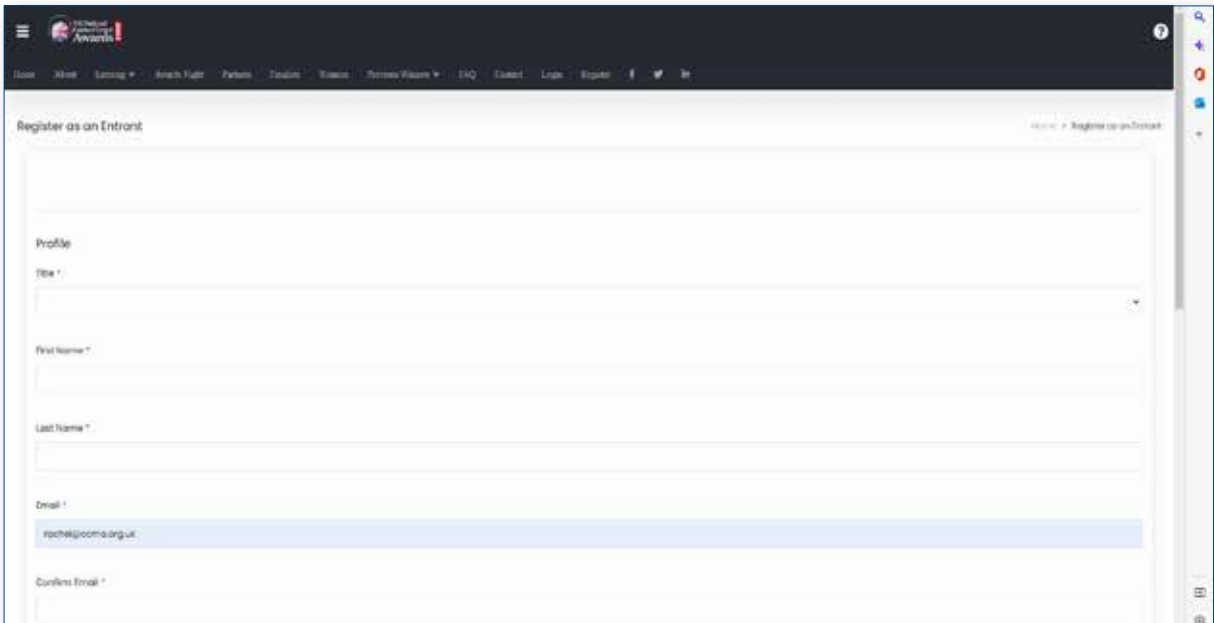
We've kept the nomination questions concise, so there are no complicated forms to complete. Just tell your story, in your words. What have you delivered, what makes you/your team/your organisation special? Simple.

How to create an Entry

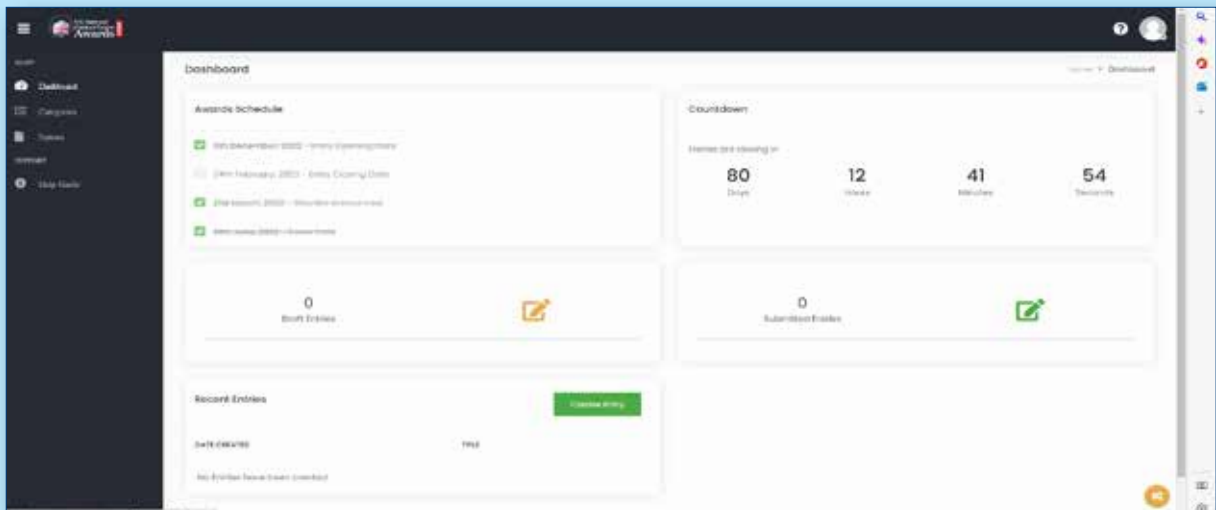
It's really easy to take part and the process is all done online using a system called AwardStage.

Register an account via the UK National Contact Centre Awards website - www.ukncca.co.uk

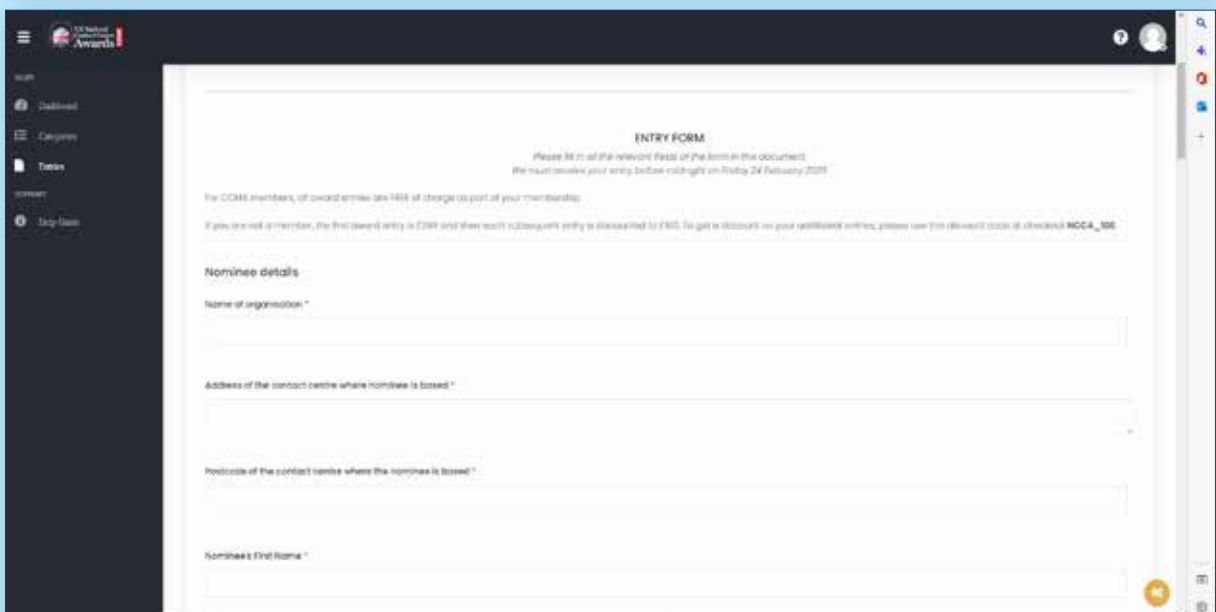
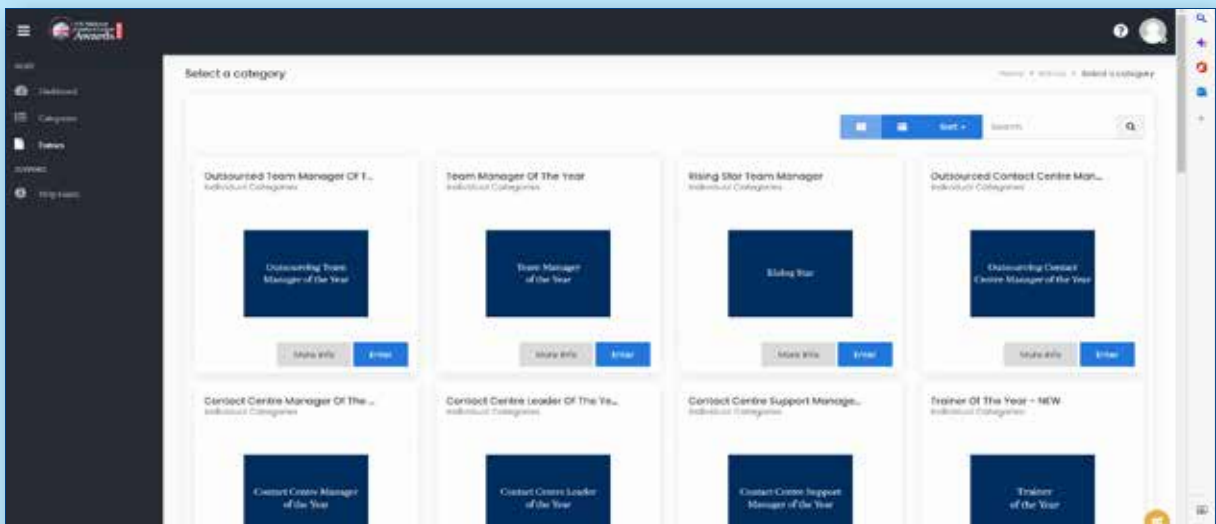
- You can register an entry, and then revisit the nomination form as many times as you like in order to finesse your nomination.
- You might want to write your entries on a Word document and then cut and paste into the online nomination form when you're ready.
- If you get stuck or need some advice on the process, get in touch, we're happy to help you.

A screenshot of the AwardStage website's registration form. The page title is "Register as an Entrant". The form includes fields for "Title", "First Name", "Last Name", "Email", and "Confirm Email". The "Email" field is pre-filled with "foc@ukncca.org.uk". The website's navigation menu is visible at the top, and the UK National Contact Centre Awards logo is in the top left corner.

Once logged into the nomination site, start your entry by selecting 'Create Entry'.



Select your category and fill in all the fields.



Complete the two high level questions.

The screenshot shows a nomination form with a dark sidebar on the left containing navigation options like 'Dashboard', 'Categories', 'Status', 'Connect', and 'Help Guide'. The main content area has a white background with the following text:

Please answer these two questions and check that the entry meets the criteria for the category as this is what the judges will be assessing against.

Key nomination:
Outline the key achievements delivered over the last 12 months, providing evidence using facts and figures, and how this is impacting on customers, colleagues and the business. (Max. 200 words, if you copy-paste text over the word limit, it won't paste.)

What makes this nomination special?
Summarise why you believe that this nomination deserves external recognition at the UK National Customer Service Awards. (Max. 200 words, if you copy-paste text over the word limit, it won't paste.)

Supporting evidence
Please upload any files and images that support your nomination. For example: performance results/competitors, customer satisfaction results, employee engagement results, any financial awards. (Max 5 MB)

Document upload (PDF, XLSX, DOC, POWERPOINT, VIDEO)

Drop files here

Opportunity to include links to website pages, videos, or documents.

The screenshot shows the same nomination form with the following sections:

Drop image files here

Video upload (FLV, MP4, MOV, TS, MPG, M4V, AVI, WMV)

Please be patient when viewing a new video after uploading, as transcoding can take up to 5 minutes.

Audio upload (MP3, WAV)

Drop audio files here

LINKS
Add below any links to website pages, videos or documents that you feel support your nomination.

LINK 1

LINK 2

LINK 3

Once finished, click 'Submit Now. **You can still edit this entry up until midnight on 24 February 2023 once submitted.**

The screenshot shows the bottom of the nomination form with the following elements:

Drop audio files here

LINKS
Add below any links to website pages, videos or documents that you feel support your nomination.

LINK 1

LINK 2

LINK 3

Cancel Submit Now Submit

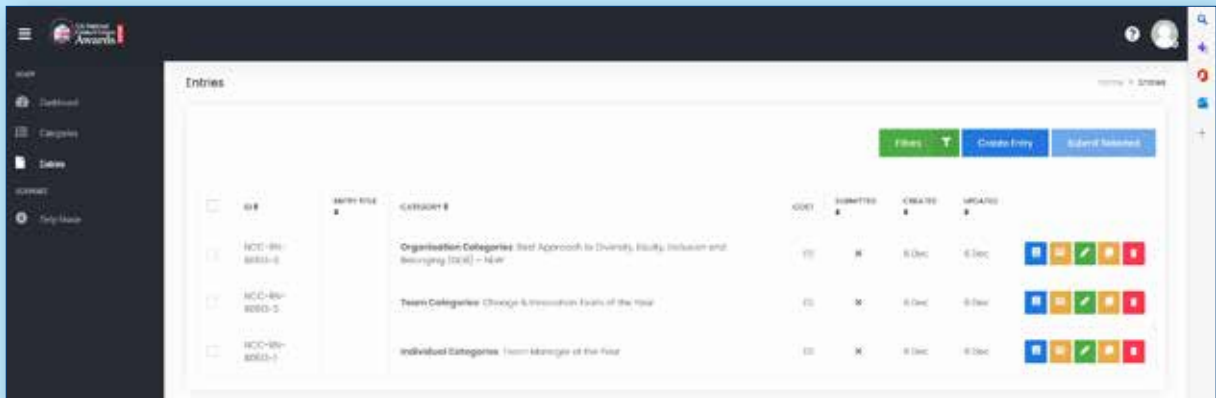


Summary of entries

You will now see a summary of your entries and from here, you can keep editing these right up until midnight on 24 February 2023.

Just click 'entries' on the left hand side and you can view them all here.

You can also add as many more entries as you like by clicking on 'entries' and then 'create an entry'.



ID	NAME	CATEGORY	CODE	SUBMITTED	CREATED	UPDATED	
NCC-99-8888-8		Organisation Categories: Best Approach to Diversity, Equity, Inclusion and Accessibility (OAI) - New	99	X	8 Dec	8 Dec	[edit] [delete] [confirm] [cancel]
NCC-99-8888-5		Team Categories: Change & Innovation Team of the Year	99	X	8 Dec	8 Dec	[edit] [delete] [confirm] [cancel]
NCC-99-8888-1		Individual Categories: Team Manager of the Year	99	X	8 Dec	8 Dec	[edit] [delete] [confirm] [cancel]

Entrant details

We will collect a few contact details for the nominator (and nominee if an Individual category entry) followed by some questions that will vary by Individual, Team or Organisation category. Examples include how long an individual has been in the industry, interaction type, the number of FTEs in the team and the total number of people in the contact centre.

We will also ask if you are a CCMA Member or not so that we can confirm if the application is free of charge.



Nomination questions

Here's a summary of the questions. Please remember to consider the judging criteria when completing the nomination form.

Category questions for Individuals

Key deliverables

Outline the key achievements delivered by the nominee over the last 12 months, providing facts and figures where possible (750 words).

What makes this person special?

Summarise why you believe that this nominee is deserves national recognition at the UK National Contact Centre Awards (750 words).

Supporting evidence

Please upload any files and images that support your nomination. For example, performance results/deliverables, customer satisfaction results, employee engagement results, any feedback received.

This section is optional.

Links

Add any links to website pages, videos or documents that you feel support your nomination.

Category questions for Teams

Key deliverables

Outline the key achievements delivered by the team over the last 12 months, providing facts and figures where possible (up to 750 words).

What makes this team special?

Summarise why you believe that this team deserves national recognition at the UK National Contact Centre Awards (up to 750 words).

Supporting evidence

Please upload any files and images that support your nomination. For example, performance results/deliverables, customer satisfaction results, employee engagement results, any feedback received.

This section is optional.

Links

Add any links to website pages, videos or documents that you feel support your nomination.



Category questions for Organisations

Key deliverables

Outline the key achievements delivered over the last 12 months, providing evidence using facts and figures, and how this is impacting on customers, colleagues, and the business. (750 words).

Outline the key benefits that have been achieved for customers, colleagues and the business linked to this activity (up to 750 words).

What makes this organisation or programme special?

Summarise why you believe that this nomination deserves national recognition at the UK National Contact Centre Awards (750 words).

Supporting evidence

Please upload any files and images that support your nomination. For example, performance results/deliverables, Customer satisfaction results, Employee engagement results, any feedback received.

This section is optional.

Links

Add any links to website pages, videos or documents that you feel support your nomination.





UK National
Contact Centre
Awards

2023

So what are you
waiting for?

To enter, visit:
www.ukncca.co.uk