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BenchmarkPortal Announces The Top Ranking 2015 Top 100 Call Centers Contest Winners

BenchmarkPortal ranks the top call center operations in North America based on operational metrics.

BenchmarkPortal, a leading call center consulting services group, announces the winners of its 2015 Top 100 Call Center Contest. Participants submitted performance data on key operating metrics. The three winners in each categories had the highest statistical values for efficiency and effectiveness, as computed by BenchmarkPortal's expert formula.



"BenchmarkPortal salutes the winners – they are leaders in the call center industry," said Bruce Belfiore, BenchmarkPortal CEO. "Our Top 100 Award places a contact center among the best in the industry in terms of quality of service and cost efficiency. Their key metrics were benchmarked against our database – the largest in the world of contact center metrics. This is a great accomplishment."

The Highest Ranking Centers In The Large Center (251+ agents) Category Are:

1. Global Contact Services - GCS
2. Synchrony Financial
3. Florida Power and Light Company

The Highest Ranking Centers In The Medium-Size Center (51 to 250 agents) Category Are:

1. Delta Dental of Michigan
2. Maximus CST (Customer Service Team)
3. Xerox E-ZPass NY Service Center

The Highest Ranking Centers In The Small-Size Center (5 to 50 agents) Category Are:

1. Lockheed Martin
2. Maximus-Georgia Families
3. Siemens Building Technologies

The Highest Ranking Centers In The Inbound Sales Center Category Are:

1. Guidewell Connect
2. Wartnerstone Group, LLC
3. Blue Cross Blue Shield - MA

Most Improved Call Center (Participation in last year's contest is required to be eligible for this award.)

- Roche Diagnostics Canada

The contest participants were judged on their key performance indicators – including average speed of answer, calls per agent per hour, agent turnover and caller satisfaction. Each participant received a complimentary customized report benchmarking their company against their peers, as well as a confidential web-based readout of the report with a certified BenchmarkPortal expert.

BenchmarkPortal only publishes the specific ranks for the top 3 in each category. BenchmarkPortal does not publish specific rankings for all participants because they do not want them to be improperly used for competitive purposes by others. BenchmarkPortal is also mindful of legal issues related to the use of company names.

"The award process is based on actual performance," stated Belfiore. "Recipients of the Top 100 Award have demonstrated, on a very objective basis, that they provide superior service and financial performance as compared with our database overall. We congratulate them."

Click the following link for more information regarding: [The Top 100 Call Center Contest](#)

About BenchmarkPortal

Founded in 1995, BenchmarkPortal is a global leader in the contact center industry, providing benchmarking, certification, training, industry reports and consulting. The BenchmarkPortal team of professionals has gained international recognition for its expertise

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and an innovative approach to best practices for the contact center industry and hosts the world's largest database of contact center metrics. BenchmarkPortal's mission is to help contact centers reach peak performance in operational effectiveness and efficiency so that the centers will realize increased levels of agent and customer loyalty while containing costs and building enterprise value. For more information on BenchmarkPortal please call 1-800-214-8929 or visit <http://www.benchmarkportal.com>.

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"Becoming a Call Center of Excellence can be a game changer for businesses. Fighting to keep customers in today's economy is paramount to most companies and the Center of Excellence distinction has helped drive us to that end result. Going through this process yearly continues to challenge us to improve processes and service levels. The detailed process that BenchmarkPortal provides in comparing our data with a large peer group is unparalleled. At the end, you have a clear roadmap of what is working well and what needs focus and attention for improvement. Because of this, we have been able to develop plans each year to drive better results and better customer experiences. This, coupled with a knowledgeable staff, helps us to close the gaps and continue to achieve excellence in every area. Every call center out there should be doing this benchmarking process; we are proof that it works."

ARAG GROUP

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Company Directory

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