

Webhelp is the Biggest Winner in the South African Contact Centre Industry awards

Webhelp has won four awards at the 2017 BPeSA and CCMG contact centre and BPO industry awards in SA

JOHANNESBURG, GAUTENG, SOUTH AFRICA, August 31, 2017 /EINPresswire.com/ -- A Quartet of Awards for [Webhelp](#) in the 2017 South African BPO and Contact Centre Awards

Leading global customer experience and business process outsourcing expert Webhelp has been named the top operator in four categories at this year's BPeSA and CCMG Industry Awards.

For the first time this year industry bodies BPeSA and CCMG joined forces to run a combined awards process. The BPO and contact centre industry in South Africa is building its reputation on the international stage and is a key sector in boosting employment in the country. Offering long term and fulfilling career opportunities with minimal barriers to entry, the contact centre and BPO industry in SA is one that the government is keen to encourage.

The Premier of Gauteng, David Makhura, was present at the awards and congratulated all the winners on their contribution to such an important sector for the South African economy.



Webhelp was successful in the following categories:

“

I am tremendously proud of our team in South Africa. They are hardworking, dedicated people who are absolutely committed to delivering the best possible customer experiences for our clients.”

David Turner, CEO Webhelp UK, India and SA

- Best Shared Services – Webhelp People Services
- Best Analyst – Zaheer Mullajee
- Best Contact Centre Customer Service Professional - Bronwyn Frick
- Best Contact Centre Support Professional and Workforce Planning – Iemeraan Duncan

CEO of Webhelp UK, SA and India, David Turner, said: “I am absolutely delighted that the team in South Africa has done so well in these awards. This is the first time there has been an awards ceremony to truly celebrate the best of the South African contact centre industry on a national scale and it is

fantastic to see Webhelp taking home so many national titles.

"I am tremendously proud of our team in South Africa. They are hardworking, dedicated people who are absolutely committed to delivering the best possible customer experiences for our clients. They live and breathe the brands they represent and this shows in the excellent results they achieve day in and day out for our clients."

<http://www.webhelp.com/en-gb/news-insights/news/webhelp-wins-big-south-african-contact-centre-awards/>

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About Webhelp

Global customer experience and business process outsourcing expert Webhelp, offers a multi-channel and multi-lingual network of more than 35,000 advisers worldwide. With turnover trebled in five years to reach 886 million at the end of 2016, the group is experiencing the fastest growth of any business in its sector.

More than 500 clients trust Webhelp with the management and optimisation of their dedicated customer relationship solutions, both for management devices (customer service, technical support) and for acquisition and retention solutions, as well as for operational consultancy.

In contact with more than 500,000 consumers each day, Webhelp partners with its clients in the design and improvement of the customer journey, as well as in the deployment of tailor-made solutions, through the capture and analysis of multi-channel data.

Webhelp is a socially responsible company that invests in its human capital. The respect and development of employees and equal opportunities are key elements of the group's CSR commitment. Webhelp has been owned by its management and KKR, a major investment fund on an international scale, since March 2016.

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