

2022 SQM Award Winners Announcement

VERNON, BC, CANADA, June 12, 2023
/EINPresswire.com/ --

SQM recently held its 24th Annual Call Center Industry CX Conference & Awards Gala Event on May 18, 2023. SQM is pleased to announce their 2022 Call Center Customer Service Industry Award winners! These awards are considered North America's most prestigious and sought-after call center industry customer service awards as they are based on voice of the customer and employee feedback.

SQM's Call Center Customer Service Industry Awards are based on a standardized approach for measuring First Call Resolution with all FCR benchmarking participants. Their standardized FCR measurement practice is considered the gold standard for measuring FCR consistently and accurately.

A special congratulations to Blue Cross Blue Shield of Kansas and Security Health Plan for their outstanding achievements!

The Call Center of the Year Award goes to Blue Cross Blue Shield of Kansas. The Best Performing Small-to-Midsize Call Center Award goes to Security Health Plan.



Call Center of the Year: Blue Cross Blue Shield of Kansas



Best Performing Small-to-Midsize Call Center: Security Health Plan

Congratulations to Holly Abbott and Jesse Epting for their admirable leadership.

The FCR Leadership Awards go to Holly Abbott and Jesse Epting.

SQM wants to congratulate Raci Smith from Mr. Cooper and Jason Chapman from Regence BlueCross BlueShield Plans for their exceptional performances.

The Supervisor of the Year Award goes to Jason Chapman.

The Agent of the Year Award goes to Raci Smith.

For the full list of SQM's 2022 Award Winners, [click here](#).

Mike Desmarais
SQM Group Inc.
+1 778-581-8243

[email us here](#)

Visit us on social media:

[Facebook](#)

[Twitter](#)

[LinkedIn](#)

[Other](#)



FCR Leadership Awards: Holly Abbott and Jesse Epting



Supervisor of the Year: Jason Chapman



Agent of the Year: Raci Smith

This press release can be viewed online at: <https://www.einpresswire.com/article/639093573>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2023 Newsmatics Inc. All Right Reserved.