

# ROMANIAN CONTACT CENTER AWARDS 2025

**22<sup>nd</sup> of May**

Orangerie, Herastrau | 16<sup>th</sup> Edition



ROMANIAN  
CONTACT CENTER  
AWARDS 2025



powered by  
**MARKETING  
INSIDERS**  
GROUP

We are extremely proud to present our

# 2024 WINNERS

ROMANIAN CONTACT CENTER AWARDS

# 2024 WINNERS



## PILLAR // PEOPLE EXCELLENCE AWARDS

### EXCELLENCE IN LEADERSHIP



Schneider Electric Romania  
Paulina Chruszewska

### BEST TEAM MANAGER EXTERNAL



Valoris Center  
Anca Gabriela Boia

### CONTACT CENTER TEAM MANAGER



Schneider Electric Romania  
Lytra Magdalini

### BEST SUPPORT CENTER TEAM MANAGER



Samsung Electronics Romania  
Florina Laura Radu

### TECHNICAL SUPPORT CHAMPION



Schneider Electric Romania  
Carlos Miguel Pinto Vieira Jarni  
dos Santos

### PASSION FOR CUSTOMERS



Schneider Electric Romania  
Zdenko Boric



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# 2024 WINNERS



## PILLAR // PEOPLE EXCELLENCE AWARDS

### CUSTOMER CARE CHAMPION EXTERNAL



Ascensos Romania  
Radu-Paul Nichiforov

### SUPPORT CHAMPION



Romanian Commercial Bank (BCR)  
Steluța Nicoleta Pitu

### CUSTOMER CARE CHAMPION INTERNAL



Schneider Electric Romania  
Tamara Popescu

### LEARNING CHAMPION



Valoris Center  
Cosmina Ezer

### COMPLAINTS CHAMPION



Samsung Electronics Romania  
Oana Tănase

### COMPLAINTS MANAGEMENT



Allianz Partners  
Andreea Bogatoni



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## PILLAR // TEAM SPOTLIGHT AWARDS

**BEST SMALL  
EXTERNAL CONTACT  
CENTER**



Samsung Electronics Romania

**BEST SMALL  
INTERNAL CONTACT  
CENTER**



Pluxee Romania

**BEST LARGE INTERNAL  
CONTACT CENTER**



ING Bank Romania

**BEST MEDIUM  
INTERNAL CONTACT  
CENTER GÉNÉRALE**



BRD Groupe Société

**BEST LARGE  
SUPPORT CONTACT  
CENTER**



eMAG

**BEST MEDIUM  
SUPPORT CONTACT  
CENTER**



Tazz by eMag

**BEST SMALL  
SUPPORT CONTACT  
CENTER**



TradeVille

**SOCIAL MEDIA  
MASTERY**



eMag

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CONTACT CENTER  
AWARDS

# 2024 WINNERS



## PILLAR // BUSINESS & PROCESS SPOTLIGHT AWARDS

### TECH IMPACT



Romanian Commercial Bank  
(BCR)

### OPERATIONAL EFFICIENCY



Pluxee Romania

### MOST DATA-DRIVEN CONTACT CENTER



eMag

### EXCELLENCE IN LEARNING & DEVELOPMENT



Allianz Partners

### BEST USE OF CUSTOMER INSIGHTS



Samsung Electronics Romania



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## PILLAR // BUSINESS & PROCESS SPOTLIGHT AWARDS

### BEST COMPLAINTS TEAM



Samsung Electronics Romania

### BEST WORKPLACE INTERNAL



ING Bank Romania

### BEST WORKPLACE EXTERNAL



Ascensos Romania



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# 2024 WINNERS



## PILLAR // TECH SPOTLIGHT AWARDS

### TECH INNOVATOR



Mediatel Data

### INNOVATION IN AI



RepsMate

### AI INSIGHTS



RepsMate

### AI-POWERED CX



Mediatel Data



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# 2024 WINNER CATEGORIES



## PILLAR // PARTNERSHIP SPOTLIGHT AWARDS

### EXTERNAL IMPACTFUL COLLABORATION



Mediatel Data & Orange  
Business

### CUSTOMER-FIRST PARTNERSHIP



Ascensos Romania & Spectrum  
Brands



ROMANIAN  
CONTACT CENTER  
AWARDS 2025

# A Glimpse Into Our History



The **Romanian Contact Center Awards** is the first event dedicated to the contact center industry in Romania, established 15 years ago.

Building a **passionate community of practitioners, providers and customers**, the awards acknowledge and celebrate the pursuit of excellence through vision and innovation, with particular emphasis on the people empowering our industry.

Looking back over the last years we remember outstanding results, authentic role models that inspired us, but most of all the smiles and excitement within the moments we have created.

**We are truly grateful for all the people that shared these moments with us, for being able to see them achieve recognition and watch their careers grow.**

**JOIN US this year as we celebrate the 16<sup>th</sup> edition!**

It's the perfect opportunity to showcase your company's success and to gain valuable insights and inspiration to continue driving excellence in Customer Operations.



**15** AWARD GALA EDITIONS

**550+** EVALUATED CONTESTANTS

**110+** REPRESENTED COMPANIES

**150+** PARTICIPANTS PER EDITION

**36** AWARDS IN 2024

# Community Overview



## REPRESENTED INDUSTRIES

TELECOM  
FINANCE  
IT&C HEALTHCARE  
UTILITIES  
HR CONSULTANCY  
LAW AUDIT  
MARKETING RESEARCH  
RETAIL  
FMCG  
BPO  
AUTOMOTIVE

## WHY ATTEND?

- **Enhance brand visibility** and credibility.
- **Celebrate your employees'** achievements and foster a sense of pride.
- **Connect with industry leaders** and potential partners.
- **Gain recognition for your excellence** and learn from industry best practices.
- **Contribute to industry growth** and inspire others.



# TIMELINE & PRICING



**24.mar**



**Awards  
Registration  
Opening**

**12.may**



**Closing applications &  
interviews with the Finalists**

Candidates' assessment &  
1-to-1 interviews

Jury's decision process

**22.may**



**The Contact Center  
Awards 2025  
Winners' Gala**

## 2025 REGISTRATION OPTIONS

### Single Category Registration

**485 EUR** (plus VAT)  
/ per nominal registration entry

### Multiple Category Registration

**460 EUR** (plus VAT)  
/ per nominal registration entry.  
// min. 4 from the same company

### Gala Event Participation

**145 EUR** (plus VAT)  
/ per entry

For More Romanian Contact Center Awards Information, 2025 Category Registration please contact **Alexandra Cozma** Via [alexandra.Cozma@market-insiders.Com](mailto:alexandra.Cozma@market-insiders.Com) | + 40 731 191 919.



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# 2025 WINNER CATEGORIES



## PILLAR // PEOPLE EXCELLENCE AWARDS

### EXCELLENCE IN LEADERSHIP



Recognizes outstanding leaders who create a positive work environment, motivate teams, and drive exceptional results in a contact center setting.

### EXCELLENCE IN HR LEADERSHIP



Honors HR leaders who champion employee engagement, development, and cultivate a thriving workplace culture within contact centers.

### EXCELLENCE IN LEARNING AND DEVELOPMENT



Celebrates leaders who support their teams in designing and delivering impactful training programs that enhance the skills and knowledge of contact center employees.

### BEST CONTACT CENTER TEAM MANAGER



Acknowledges team managers who excel in coaching, motivating, and leading their teams to achieve overall customer service excellence.

### BEST SUPPORT CENTER TEAM MANAGER



Honors team managers who demonstrate exceptional leadership in guiding and supporting their customer support teams.

### BEST TELESALES TEAM MANAGER



Recognizes team managers who effectively lead their telesales teams to achieve sales targets while maintaining high customer service standards.



**ROMANIAN CONTACT CENTER AWARDS 2025**

# 2025 WINNER CATEGORIES



## PILLAR // PEOPLE EXCELLENCE AWARDS

### CUSTOMER CARE CHAMPION



Celebrates customer care representatives who consistently go above and beyond in providing exceptional, empathetic, and personalized customer service.

### SUPPORT CHAMPION



Honors outstanding support specialists who demonstrate expertise in problem-solving, technical knowledge, and providing efficient resolutions to customer inquiries.

### TELESALES CHAMPION



Recognizes top-performing telesales representatives who excel in sales techniques, building customer relationships, and consistently exceeding targets.

### LEARNING CHAMPION



Celebrates training specialists who play a pivotal role in knowledge transfer, skill development, and continuous learning within the contact center.

### COMPLAINTS CHAMPION



Recognizes complaints specialists who expertly handle customer complaints, demonstrate problem-solving skills and excel in turning negative experiences into positive outcomes.

### RETENTION CHAMPION



Honors retention specialists who go the extra mile in retaining customers, building loyalty, and proactively addressing potential churn.



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# 2025 WINNER CATEGORIES



## PILLAR // TEAM SPOTLIGHT AWARDS

### BEST EXTERNAL CONTACT CENTER (LARGE, MEDIUM, SMALL)



Recognizes outsourced contact centers of different sizes that demonstrate outstanding customer service across channels, operational efficiency, and overall excellence.

### BEST INTERNAL CONTACT CENTER (LARGE, MEDIUM, SMALL)



Celebrates in-house contact centers of different sizes that prioritize employee satisfaction, consistently deliver exceptional customer experiences, and drive internal success.

### BEST SUPPORT CENTER (LARGE, MEDIUM, SMALL)



Honors support centers of varying sizes that efficiently provide technical assistance, resolve customer issues, and champion customer satisfaction.

### BEST USE OF CUSTOMER INSIGHTS



Celebrates the effective use of customer data and feedback to drive process improvements, enhance personalization, and make informed business decisions.

### BEST TELESALES CONTACT CENTER



Acknowledges telesales contact centers that achieve or exceed sales targets, excel in customer engagement, and maintain strong sales ethics.

### BEST COMPLAINTS TEAM



Recognizes teams who skillfully address customer complaints, find effective resolutions, and improve the overall customer experience.

### BEST RETENTION TEAM



Honors teams that implement proactive retention strategies, build customer relationships, and reduce customer churn.

### SOCIAL MEDIA MASTERY



Recognizes outstanding use of social media for customer service, building brand reputation, and driving positive customer engagement.

2025 WINNER  
CONTACT CENTER  
AWARDS

# 2025 WINNER CATEGORIES



## PILLAR // BUSINESS & PROCESS SPOTLIGHT AWARDS

### TECH IMPACT



Honors the use of technology that has significantly improved efficiency, customer experience, or overall contact center operations.

### OPERATIONAL EFFICIENCY



Recognizes successful implementation of process improvements leading to streamlined operations, increased productivity, and cost savings.

### TALENT DEVELOPMENT PROGRAM



Celebrates comprehensive training and development programs that enhance employee skills, knowledge, and contribute to contact center success.

### BEST WORKPLACE



Honors contact centers that create a positive, inclusive, and rewarding work environment that fosters employee well-being and engagement.

### BEST SOCIAL IMPACT



Recognizes contact center initiatives focused on driving positive social or environmental change.



**ROMANIAN  
CONTACT CENTER  
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# 2025 WINNER CATEGORIES



## PILLAR // TECH SPOTLIGHT AWARDS

### AI INSIGHTS



Honors the intelligent use of AI-derived insights that lead to enhanced customer experience, improved decision-making, or operational optimization.

### TECH INNOVATOR OF THE YEAR



Recognizes companies developing or implementing cutting-edge technology solutions that revolutionize contact center operations.

### AI EXCELLENCE AWARDS



Celebrates the masterful use of AI to automate tasks while improving customer experience and gaining actionable and valuable insights in the contact center.

### AI-POWERED CUSTOMER EXPERIENCE



Celebrates the masterful use of AI to deliver customer experience and improve time to response and other relevant KPIs.



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# 2025 WINNER CATEGORIES



## PILLAR // PARTNERSHIP SPOTLIGHT AWARDS

### INTERNAL IMPACTFUL COLLABORATION



Honors successful collaborations between internal teams that lead to significant improvements for the contact center.

### EXTERNAL IMPACTFUL COLLABORATION



Honors successful collaborations between teams from different companies that lead to significant improvements for the contact center.

### CUSTOMER-FIRST PARTNERSHIP



Celebrates partnerships that prioritize customer-centricity, resulting in exceptional customer experience.



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# Some of Our Previous Winners



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**SAMSUNG**



Groupama

**WNS**



**Raiffeisen  
BANK**

eurowanswer

**ING**



**INTRAROM**  
an Intracom Telecom company



GENESYS™



connectys



**ascensos**  
— FUTURE FIRST GLOBAL CX —

**Teleperformance**  
each interaction matters



**rds  
rcs**  
communications



**Hellenic** Coca-Cola  
Passion for Excellence

**BRD**  
GROUPE SOCIETE GENERALE

**EMAG**

Allianz Partners

**Reps  
Mate**



**tazz**

**pluxee**



**valoris**  
BUSINESS PROCESS OUTSOURCING SERVICES

**SYKES**®

# 2025 BUSINESS EVENTS



**21-22.mai**

@Orangerie Pescarus

**Customer Care  
Conference & Expo**



**22.mai**

@Orangerie Pescarus

**Romanian Contact  
Center Awards**



**oct.**

@Bucharest

**Romanian Healthcare  
Conf & Expo**



**oct.**

@Chisinau

**Moldovan Customer  
Care Conf & Expo**



**oct.**

@Bucharest

**Customer Experience  
Forum**



**oct.**

@Bucharest

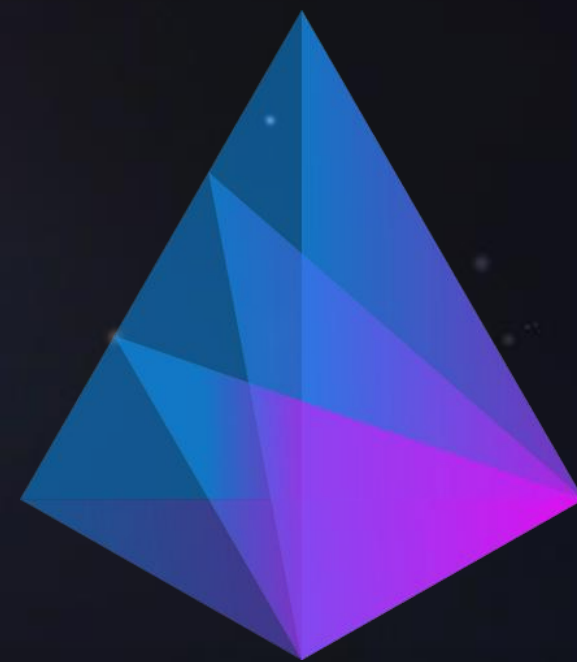
**Romanian Customer  
Experience Awards**

**For more information &  
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# ROMANIAN CONTACT CENTER AWARDS 2025

Showcase your Achievements &  
Inspire the Industry

For more information & marketing opportunities please contact  
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