



## **BPO Partner of the Year**

**BPO of the Year awards the provider that redefines the standard for strategic partnership evidenced through world-class service and exemplary efficiency. The winner is evaluated based on their ability to:**

- Train multi-skilled agents that align with the client's culture
- Act as a strategic partner to clients
- Scale operations per client needs
- Drive performance through CSAT metrics and NPS

**Please provide a short summary about your company including the points below:**

- Brief description of your company (150-200 words max)
- Number of agents:
- Number of locations
- Type of Centre (internal, sales, customer service centre):

### **Questions:**

- Describe how your training programme provides synergy between your internal culture and the client's brand.
- Describe three (3) challenges a BPO faces and provide an example how you successfully navigate each challenge.
- Provide one (1) case study of how you were able to scale operations to support changing client demands.
- Include CSAT metrics and/or Net Promoter Score to support your case.
- Provide 2-3 client testimonials that demonstrate their level of satisfaction with your product. Testimonials are subject to validation upon request.