

Edcor earns “Honorable Mention” at 2021 CCW Excellence Awards



NEWS RELEASE BY EDCOR

TROY, MI | December 21, 2021 08:00 AM Eastern Standard Time

Edcor captured an Honorable Mention in the Best in Class Contact Center category at the 2021 CCW Excellence Awards.

The CCW Excellence Awards honor, recognize and promote individuals and teams who have made a commitment to driving superior contact center and customer experience performance across 15 categories. Customer Contact Week nominated Edcor in the 1-99 Seat class.

The Best in Class Contact Center (1-99 Seats) awards the center that exhibits the internal commitment needed to deliver on the customer experience despite their size. The winner is evaluated based on their ability to:

- Promote a customer-centric culture and employee engagement
- Meet customers in the channel of their choice despite limited resources
- Hire, train, coach and retain a world class workforce
- Demonstrate exceptional performance metrics

“Earning an honorable mention recognizes Edcor’s consistent effort to provide excellent service to its customers,” said Adrienne L. Way, Edcor Owner, President and CEO. “The constant push marked by the company’s customer experience team’s move into a state-of-the-art cloud call center in early 2021. This new center gave the team the tools to meet and exceed the metrics for the award.”

Edcor was lauded by the judges for the uniqueness of its solution and its application.

The new technology was supported by the USAN Contact Suite which provide a wholistic agent desktop experience bringing several tools into one and the SuccessKPI business analytics and call quality system. Combining these systems permitted the team to "take the pulse" of customers in real time and provide agents comprehensive feedback about their performance.

Part of the focus on “real-time information” includes a five-question survey for customers. The responses are incorporated with other information to create a scorecard that provides same-day feedback about each agent’s performance. In turn, this information can be used to implement changes by the agent to improve their performance.

Providing excellent service is only one component of the award. Companies are evaluated on the working environment for their employees. Edcor noted being a smaller company is a benefit when it comes to employee satisfaction and retention.

“We rely on our small, family business like, work environment to be a recruiting tool. Our casual, yet professional work environment and less-than-study-corporate work policies provide us with some ability be sensitive to individual employee and employee family needs without jeopardizing the employee's job,” Way added.

The ceremony took place Dec. 14 at Caesars Forum in Las Vegas.

About Customer Contact Week

Started in 1999 as Call Center Week, now Customer Contact Week, CCW is the world's largest customer contact event series. For over 20 years, CCW serves more than 3,000 attendees annually ranging from customer titles of all types to the many professionals responsible for holistic customer experience design and delivery. CCW is brought to you by the Customer Management Practice – the Analyst, Advisor, and Industry Network for all things Customer Management.

About Edcor

Edcor, a certified woman-owned business, is the benchmark in education benefits administration. For 40 years, our customized service and software solutions have allowed clients to use education benefits programs, including tuition assistance and student loan assistance, for employee recruiting, retention and development. Additional information can be found at <https://www.edcor.com/>.

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CCW EXCELLENCE AWARDS

CLASS CONTACT CENTER

USAN CONTACT SUITE

SUCCESSKPI