

TOP RANKING PERFORMERS IN THE CONTACT CENTER INDUSTRY

PRESS RELEASE: June 26th 2008

PDL Contact Centres Ltd. awarded 6 of 6 categories at the 3rd Annual Contact Center World Awards – Top Performers in Americas

Orlando, Florida, USA – PDL Contact Centres Ltd. named at the 3rd Annual Contact Center World Awards – Top Performers in Americas for the following categories:

Best Contact Centre 51-249 agents – Finalist

Best Community spirit – Finalist

Best Customer Service – Finalist

Best Contact Centre Support Professional IT – Allan Varrette Finalist

Best Contact Centre Leader – Desiree Bombenon – Silver Medalist

Best Contact Centre Support Professional HR – Janine Bombenon – Winner

Over 800 entrants competed in the awards program, which are initially judged by a team of industry professionals from around the world who run contact centers. PDL Contact Centres has been named one of the few finalists in this prestigious awards program competed against the very best in Americas at the Top Performers Conference in Orlando June 10-12th 2008.

Commenting on the achievements of PDL Contact Centres Raj Wadhvani, President of ContactCenterWorld.com added “we are delighted to see PDL Contact Centres as finalists. What makes this awards program unique is that at the next stage they will compete against the very best in Americas and the audience comprising contact center directors and other industry leaders vote on who walks away with the medals.”

The conference in Orlando in June featured around 50 presentations from the very best in Americas and the audience learned more in those 3 days than they do from any other conference in the Americas. The unique format allows the best to learn from each other and those who want to improve performance to learn from what the best do.

PDL Contact Centres President & COO, Desiree Bombenon added “It was an amazing experience and one that brought us to new levels of learning about our industry and best practices, we are delighted with the results and honored that we are ranked among such prestigious and well run organizations.”

The GOLD and SILVER award winners in Orlando move on to the World Finals in Las Vegas in November to compete with the best from Asia Pacific and Europe, Middle East & Africa.

About ContactCenterWorld.com and the 3rd Annual Contact center World Awards

ContactCenterWorld.com is the world’s leading online magazine, conference & awards company and is a provider of global benchmarking studies. With over 110,000 members, ContactCenterWorld.com created the unique awards program in 2006 and recognizes the very best in the world through these exciting events held around the world. You can find out more about ContactCenterWorld.com by visiting www.ContactCenterWorld.com
