

Service Quality Award of Excellence Winners Announced by SQM Ulysses Congratulates 12 Clients for their Achievements

February 3, 2017. New York, NY. After a rigorous, year-long multi-industry benchmarking study focused on customer and employee satisfaction, SQM Group recently announced its list of top performing contact centers. Twelve of Ulysses Learning clients were among those recognized.

“We are delighted by our clients’ successes, but certainly not surprised,” says Dina Vance, Senior Vice President, Managing Partner North America. “They all epitomize hard work, dedication and customer service excellence in their respective businesses and are most deserving of recognition through this prestigious and sought after contact center industry award program.”

SQM benchmarks over 500 leading North American contact centers on an annual basis and has been conducting first call resolution (FCR), employee satisfaction (Esat) and customer satisfaction (Csat) benchmarking studies since 1996. Each year SQM conducts over 1.5 million surveys with customers who have used a contact center and over 25,000 surveys with employees who work in contact centers.

Awards will be presented at SQM’s annual conference, held at the Sparkling Hill Resort in Vernon, British Columbia, May 2nd – 4th, 2017. SQM has been awarding organizations for their FCR, Csats, Esats and Best Practice performance since 1996.

Ulysses Learning congratulates these clients and wishes them continued success. See complete list of awardees at <http://www.sqmgroup.com/award-winners/>

BCBS Vermont won the award for **Best Performing Contact Center** based on a combination of high FCR and also high employee satisfaction. The Vermont Plan also won **Contact Center World Class FCR Certification** for showing sustained delivery of the highest levels of FCR. Additionally, they are now also the highest performing contact center in SQM’s health category, receiving the **Best Practice Award** for their approach to training.

Prime Therapeutics have been recognized for three awards. They won **Contact Center World Class FCR Certification** for delivering sustained world class levels of FCR. They also received the award for **Highest Customer Service** in SQM’s pharmacy industry category. The third award they received is **Customer Experience Best Practice** for their approach to QA.

BCBS South Carolina have been recognized with the **Customer Experience Best Practice Award** for their pioneering work in delivering on the Omni channel customer experience. This is where CSRs can see through to member interactions in other channels.

Florida Blue have received an award for **Contact Center World Class FCR Certification** for their Federal Employee Program.

Excellus earned the **Highest Customer Service Award** in the Health Care for Federal Employee Program category.

BCSB Michigan earned the **Highest Customer Service Award** in the Help Desk category.

In addition, the following clients each received a **First Call Resolution Improvement Award** for having made a 5% or greater improvement in their FCR in a year-over-year period. Congratulations to all on this significant achievement:

- **BCBS Arkansas (Federal Employee Program)**
- **BCBS South Carolina (Federal Employee Program)**
- **BCBS Tennessee**
- **BCBS Minnesota**
- **Blue Shield of California**
- **Triple S Salud (BCBS of Puerto Rico)**

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UlyssesLearning was founded in 1995 as a joint venture with Northwestern University's Learning Sciences department and continues to bring clients new, innovative enhancements to its industry-leading training. Contact centers achieve profound business results, ahead of schedule, with Ulysses Learning's artful blend of patented simulation-based e-learning, facilitated exercises, coaching and tools, that *redefine* the way customers are cared for and *transform* customer service, sales and coaching cultures. **Ulysses has the only training proven to build emotional intelligence or "EQ" so that *Judgment@Work*[™] can be confidently, consistently, and expertly applied on every call.**

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