

## **Ulysses Learning Clients Celebrate Strong Showing at SQM's Annual Service Quality Award of Excellence Conference**

**July 2018. New York, NY.** Ulysses Learning clients were recognized in 12 of the 18 categories awarded at SQM Group's Service Quality Award of Excellence Conference recently held in Vernon, British Columbia. In all, the distinguished group of clients received 16 individual and contact center team awards and numerous nominations.

"SQM's customer and employee experience and best practices awards are among the most prestigious and sought-after contact center industry awards in North America," says Dina Vance, Senior Vice President, Managing Partner North America. "What impresses me most about our client winners this year is their incredible commitment to measure customer experience and, even more importantly, empower their teams to make important decisions in the moment while caring for customers. That takes vision, leadership, and unwavering support for their representatives through performance coaching and ongoing development."

Adds Vance, "I was also very excited to learn that 10 of the 25 finalists for *CSR of the Year* were from client organizations who work with Ulysses Learning, including this year's winner. SQM benchmarks over 500 leading North American contact centers on an annual basis. These contact center representatives are part an elite group and their mastery in handling customer calls is most deserving of this industry recognition."

The Ulysses Learning team extends congratulations to its clients recognized at this year's SQM Service Quality Award of Excellence Conference:

[\*\*BlueCross Blue Shield of Vermont\*\*](#)

[\*\*BlueCross BlueShield of North Carolina\*\*](#)

[\*\*BlueCross BlueShield of South Carolina\*\*](#)

[\*\*Health Now New York, Inc.\*\*](#)

[\*\*Premera Blue Cross\*\*](#)

## Florida Blue

“We are truly honored to work with each of these remarkable organizations,” notes Ms. Vance. “We know they will continue to be successful, achieving even higher levels of contact center leadership and excellence in the future.”

For a complete list of awardees [click here](#).

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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*<sup>™</sup> can be confidently, consistently, and expertly applied on every call.**

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