

Ventrica is shortlisted four times in the prestigious European Contact Centre and Customer Service Awards 2017

Submitted by: TTA Communications (Bath)

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Southend-based outsourced customer contact centre Ventrica (<http://www.ventrica.com>) has been shortlisted for four different categories in the European Contact Centre & Customer Service Awards 2017 (<http://www.ecccsa.com>)(ECCCSA 2017) that will be announced later this year. Awards that the outsourcer is in the running for include 'Employer of the Year', 'Large Contact Centre of the Year', 'Best Outsourcing Partnership' and 'Best Multilingual Contact Centre'.

Managing Director and founder of Ventrica, Dino Forte commented, "We are all overwhelmed and delighted to be recognised in a record number of categories. So far this year has been an amazing year for us in terms of continued growth and the expansion of services that we are now offering to our clients. The demand for native multilingual speakers has seen us manage highly successful pan-European projects for many different brands that are looking to take advantage of overseas markets.

60% of all customer interactions are now managed via non-voice channels as our expertise in the digital space continues to grow. We've also managed to attract a large number of truly global brands particularly in the fashion, hospitality and property sectors and we are set to open an additional state of the art contact centre in October taking our capacity to 600 seats.

We're passionate about customer service and live and breathe the brands we work on behalf of. In May we were delighted to have won 'Best Outsourcing Partnership' with one of our team winning 'Best Customer Service Advisor' as part of the London & South East Contact Centre Awards 2017. To now be picked amongst Europe's best is a true honour and a reflection of the hard work and dedication of our people, who have made this happen. We are now looking forward to taking part in further judging that will determine the results to be announced later this year."

This is the third year running that Ventrica has been shortlisted in the largest and longest running awards in the customer contact industry. Highly regarded for its robust judging process, high calibre judges meet every shortlisted organisation. ECCCSA judges are handpicked for their experience and knowledge. These judges can recognise organisations that are leading the way in delivering exceptional service to customers.

Ventrica's nomination for 'Best outsourcing partnership' recognises its work in managing customer service and sales for McCarthy & Stone PLC (<http://www.mccarthyandstone.co.uk>), the largest developer of privately owned retirement property in the UK. Sales and Customer Service is at the heart of its business enabling thousands of homeowners to select the perfect property and enjoy a better retirement.

Ventrica previously won a Silver ECCCSA 'Best Outsourcing Partnership' Award in 2015 for its work on behalf of nationwide on-line estate agents, Purplebricks (<http://www.purplebricks.co.uk>) and hopes to be successful enough to win a category for the first time this year.

The ECCCSA results will be announced at a glittering awards ceremony to be held in London in November. For more information on the awards visit: <http://www.ecccsa.com/>

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Editor's notes:

About Ventrica:

Ventrica is an award-winning, outsourced contact centre business that delivers omni-channel and multi-lingual customer service and sales for blue chip brands. Continual investment in globally leading technology allows Ventrica to provide a truly omni-channel customer experience.

The company is headquartered in Southend where it operates from spacious, hi-tech and modern offices, placing significant emphasis on the comfort and well-being of its staff. Ventrica shares the same passion about its customers' business as it does for its own and continually strives for quality and consistency of service delivery.

Ventrica has significant experience in eCommerce customer management across an array of industries, including Fashion, Retail, Insurance, Finance, Health, Transport, Construction and Publishing. The Ventrica multilingual team provides communication in a host of different languages including French, Italian, Spanish, German, Dutch, Danish, Swedish and Portuguese.

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