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Top CCA accreditation for beCogent

Kilmarnock-based beCogent is celebrating after being awarded accreditation from the Call Centre Association standard for best practice. The company was also highly commended in the award category of best outsourcing partnership.

The CCA standard is an operating framework designed to assist organisations in delivering enhanced levels of efficiency and leading-edge customer service. All organisations which are accredited have to realise and maintain high standards.

The beCogent/National Australia Group outsourcing partnership at Kilmarnock has continued to achieve high levels of satisfied and content customers with happy and fulfilled staff driving this, which is a major factor in achieving the award.

Contact centres are independently assessed by the British Standards Institute and recommendations for this accreditation are approved by the CCA Standards Council.

Robert Bowering, Head of Financial Services at beCogent, said: "This is a fantastic achievement for beCogent. It is the culmination of a period of intensive focus on reviewing the working practises and disciplines in the Kilmarnock site.

"Achieving the standard is a significant milestone on our roadmap of delivering the CCA standard across all our contact-centre operations. Accreditation demonstrates our commitment to supporting NAG and our other clients in their mission to deliver continual service improvements and a world-class customer experience."

Issued by Beattie Communications (www.beattiegroupp.com) on behalf of beCogent.

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Press Release

