

# NECCA 2025 Categories

## **Individual stars**

Customer Service Star

Sales Star

Support Superstar

Contact Centre Industry Newcomer

Resource Planning Star

Unsung Hero

Service Team Leader

Sales Team Leader

Inspirational Leader

Contact Centre Manager of the year

Quality manager of the year

Customer Relations & Complaints Manager of the Year

## **Awesome Teams**

Customer Service Team

Support Team

Resource Planning Team

Learning & Development Team

Complaints Team

Digital & Social Media Team

## **Outstanding organisations**

People Centric Organisation

Contact Centre of the Year (under 250 seats)

Contact Centre of the Year (over 250 seats)