

NECCA 2025 Categories

Individual stars

CS & Support Star

Sales Star

Contact Centre Industry Newcomer

Resource Planning Star

Service & Support Team Leader

Sales & Retention 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

Best Customer CX Strategy & Transformation

Best Partnership Approach

People Centric Organisation

Contact Centre of the Year (under 250 seats)

Contact Centre of the Year (over 250 seats)