



3rd ANNUAL AGCCP AWARD of DISTINCTION for “Innovations in Technology”

The 3rd Annual AGCCP Award of Distinction will be given to the contact center that shows a commitment to moving the contact center towards excellence through innovations in technology. The “Award of Distinction” will shine a light on the center that **has developed or introduced innovative technology or has used technology in creative ways** to increase agent productivity, use data more effectively, and/or strengthen relationships with their customers. Innovation and creativity are drivers that create better ways for customers to interact with their government. This award will recognize the discovery, collaboration and implementation of this innovation and the substantial and positive impact their support has on the contact center.

Qualifications for nomination of your contact center:

1. Clearly identify the innovation.
2. Explain how innovative technology or creative use of technology contributes to your contact center as stated in the description above (350 words maximum).
3. Optional - - Include any supporting documents such as testimonials or statistics.

Contact center information:

Name of Customer Service Center

Street Address

City, State, and Zip Code

Contact Name and Title

Contact Telephone

Contact Email

Center Size (number of employees)

- Completed applications should be emailed to Marilyn Givan at marilyn.givan@louisvilleky.gov by the close of business on Friday, March 4, 2016.
- The winning center will receive a beautiful award plus one complimentary registration for the 16th Annual AGCCP Conference to be held in Evanston, IL from May 9 – 12, 2016. See our website www.agccp.org for details. (You need not be present to win.)
- The winner will be notified the week of March 14, 2016.