



PRESS RELEASE

22 / 11 / 2016

OPERATOR WINS THREE GOLD MEDALS AT THE CONTACT CENTER WORLD 2016 PRIZES

NOS´ CUSTOMER SERVICE IS THE BEST IN THE WORLD

NOS has just been voted winner at the Contact Center World 2016 prizes in the grand worldwide final that took place in Las Vegas.

The three gold medals were won in the “Best in Customer Service”, “Best Service to Sales”, and “Best Use of Social Media in the Contact Center” categories.

The main players in the industry voted and, among the best companies in the world operating contact centres, NOS was voted as the best in the three most relevant categories being competed for. This is the fourth time that the operator´s Customer Service was voted as being the best in the world.

Daniel Queiroz Antunes, Customer Service manager at NOS, says “we could not be more proud of winning such an important distinction. Our team focuses day in day out on providing a service of excellence to its customers, always seeking to find the most innovative and effective means of meeting their needs and expectations. We intend to continue follow a path that puts us at the forefront of the very best that is being achieved in the sector, in order to ensure a close relationship of confidence with our customers”.



In the category “**Best in Customer Service**”, NOS stood out from the competition because of the efforts it has made to transform its operations, using best international practices to redesign the customer experience with the goal of speeding up and simplifying the interaction without compromising the close relationship it has with its customers. Among the projects presented that demonstrate this new approach, the highlights are the new invoice, the new NOS customer area and app, and the redesign of customer communications.

In the category “**Best Service to Sales**”, the operator made its mark through the success of its services guidance programme in Customer Service. Focused on the quality of the experience, this programme enables offers to be suggested to customers who contact the support line, after their questions have been fully answered. This programme, based on a close relationship with the customer, aims to tailor the portfolio of services to the customer’s profile, in terms of their life cycle and level of use of services.



In the “**Best Use of Social Media in the Contact Center**” category, NOS was awarded a prize for its strategy in social networks contacts management, in particular on Facebook. For this channel, the goal has been to ensure a quick answer (in less than 1 hour); that the response is made public, as long as it does not involve confidential customer information; and above all, that it is personalised and shows an empathy compatible with the close relationship that NOS keeps with its customers

The Contact Center Awards, considered to be the equivalent of Oscars in the sector, recognise each year those companies that have had the biggest impact in managing interactions with customers in all industries of the sector.

A reminder that at the end of May NOS was distinguished at the APCC awards (Portuguese Contact Centers Association), by winning 1st and 2nd place in the Telecommunications category for the quality of the service of its 16100 line – Customer support for the business segment, and of the 1693 line – Customer support for the personal segment.

About NOS

NOS is the biggest communications and entertainment group in Portugal. It offers latest generation fixed and mobile phone, television, Internet, voice and data solutions for all market segments. It is leader in Pay TV, new generation broad band services and in cinema exhibition and distribution in Portugal.

In the business segment, it has positioned itself as a sustainable alternative in the Corporate and Mass Business segments, offering a broad portfolio of products and services with tailor made solutions for every sector and businesses of different sizes, complementing its offer with ICT and Cloud services.

NOS is part of the main Portuguese stock exchange index (PSI-20), and has more than 4.3 million mobile phone, 1.6 million television, 1.7 million fixed telephone and 1.2 million fixed broad band Internet customers.