

Global Bilgi has become the best call center in the world for the third time already

November 2012. Las Vegas. At the world contest «2012 Top Ranking Performers» organized by ContactCenterWorld.com Global Bilgi Company received a golden medal in the category «Best outsourcing partner», having told about the mutual project with the Ministry of Labor and Social Security of Turkey, and a silver medal for the best self-service system at a call centre.

In the nomination "Best outsourcing partner" at the contest among the best call centers from the whole world Global Bilgi Company won the first place. The project implemented together with the Ministry of Labor and Social Security of Turkey was acknowledged as an exemplary project - high speed of answering to requests has allowed to achieve 87% of clients' satisfaction at the first call. The call center of the Ministry of Labor and Social Security of Turkey has brought millions of Turkish liras into the country economy within a year. In the nomination "Best self-service system" for the voice recognition technology Global Bilgi Company received a silver medal. In the cases when identity establishing is needed, the technology reduces the time of client's identification to 5 seconds.

Annually Global Bilgi Company heads to best call centers top list in the contest ContactCenterWorld.com. In 2011 the company received a golden medal in the nominations "Best call center" and "Best incentive system". In 2012 Global Bilgi became one of the three finalists and the world champion for the third time already.

Global Bilgi Ukraine CEO Valeriy Svetlov said: «International awards only confirm the fact that we manage the relationships with clients according to the best world practices, offering our customers high quality service».

O ContactCenterWorld "Top Ranking Performers"

"Top Ranking Performers " is the world contest organized by one of the leading organizations in the sphere of call centers ContactCenterWorld.com. Every year more than 1000 companies participate in this event which is considered to be one of the most prestigious ones in this field.

Information about Global Bilgi Company

Global Bilgi is an outsourcing call center. The company is a part of Turkcell Group, the annual financial turnover of which is 6 billion USD. Our staff is formed by more than 10000 employees working in three countries – Ukraine, Turkey and Belarus. In terms of size Global Bilgi is among the top 5% among the outsourcing call centers of the countries of Europe, Middle East and Asia.

In Ukraine the company started its activity in October 2008, and as of now the number of its employees exceeds 700 persons. The call centers of Global Bilgi are located in four cities – Kyiv, Dnipropetrovsk, Sumy and Kharkiv. The company also has eleven call centers in Turkey and Belarus. The first client of Global Bilgi in Ukraine become life:) mobile communication operator in December, 2008.

Additional information about the company can be found at the site: www.globalbilgi.com.ua