

Global winner in the 'Best Customer Experience' category

Turkcell Global Bilgi ranked number one in the world

Turkcell Global Bilgi ranks first in the "Best Customer Experience" category at the "2018 Top Ranking Performers" awards by "ContactCenterWorld", world's most significant organization in the call center industry.

Customer experience center Turkcell Global Bilgi ranks first in the "Best Customer Experience & Applications" category at the "2018 Top Ranking Performers" awards by "ContactCenterWorld.com", world's most prestigious organization in the call center industry. The best of the Asia Pacific, EMEA and Americas regions competed to be the best in the world organized on Friday, November 9, 2018 in Prague.

Seni Seviyorum Müşterim

Turkcell Global Bilgi received the top rank award in the "Best Customer Experience" category with a customer experience program built on emotions. The core of the program is built on understanding the needs of the customers and focusing on emotions through simple constructs. Turkcell Global Bilgi asks "Do you know how much we love you?" to share emotions and surprise the customers.

Aynur: "We are a big family with our colleagues and customers"

Çağatay Aynur, Turkcell Global Bilgi General Manager, comments as follows: "A perfect customer experience starts with understanding the needs of customers and offering the right solutions in a manner to make them feel special. We understand the changing needs well and swiftly adapt to these changes.

We received the top rank award at "2018 Top Ranking Performers", the most prestigious organization in the industry, with services built on emotions. What we did here was to trigger the emotions of our customers in our colleagues and their families and touch their hearts. I extend my congratulations to all my colleagues. We are a big family with our customers, colleagues and their friends. I extend my thanks to my colleagues, who made these achievements possible."

About ContactCenterworld “Top Ranking Performers”:

“Contact Center World”, world's most significant organization in the call center industry, organizes the global finals to award the best under the name “Top Ranking Performers”. Contact Center World organizes a two-stage competition every year to select the best call centers of the world. Contact Center World organizes the first-stage competition in three regions, namely AMERICA, APAC and EMEA to name the best call centers of each region. Winners of the continental finals go to the global finals to win “best of the world” awards in 9 categories. The competition is among the most prestigious organizations of the world and attracts hundreds of companies every year.