

# BEST CALL CENTERS TO WORK FOR- 2017



**REGISTRATION DEADLINE: FEBRUARY 24, 2017**

## What is Best Call Centers to Work For?

Best Call Centers to Work For is a survey competition to determine which participants are the best employers. The process is managed by Best Companies Group (BCG) and winners are published by insideARM.com.

## What is Best Companies Group (BCG)?

Best Companies Group is an independent research firm specializing in identifying and recognizing great places to work. BCG manages programs worldwide, including in the US, Canada and the UK.

## Why participate?

By participating, you can find out if you are one of the country's best employers! It can also result in significant organizational benefits for entrants:

**1) Heightened Company Pride.** If your company appears on the list, it could improve employee morale and retention.

## 2) Public Relations and Marketing Advantage.

Companies can use the distinction to enhance recruiting efforts, increase the value of general marketing and improve reputations.

## 3) The Employee Feedback Report:

While participation is FREE (for the online employee survey), participants can pay as little as \$750 to receive their Employee Feedback Report detailing the company's employee responses. Also included are industry employee and employer benchmarks.

## Who can participate?

- For-profits, not-for-profits or government entities
- Publicly or privately held businesses
- Companies with a facility in the US
- Companies with 15+ permanent employees working in the US
- Companies in business a minimum of one year
- Must be a US-based call center with at least 15 employees, providing either customer care, outsourced services, collections, or online chat services
- Separate call center locations should enter separately

## Assessment Description

The process includes two surveys to gather detailed data about each participating company. BCG conducts the surveys, analyzes the data and determines the winners and rankings.

## Part I – Employer Benefits & Policies

**Questionnaire:** The employer completes an online survey, detailing company policies, practices, benefits and demographics.

## Part II – Employee Engagement & Satisfaction

**Survey:** Employees complete a survey of in-depth statements using a scale of five points ranging from “Agree Strongly” to “Disagree Strongly.” The survey also includes seven demographic and two open-ended questions. It can be given online or by paper, if a full company employee email list is not available.

## What does it cost?

| # of US Employees | # Employees Surveyed     | Online Fee <sup>(1)</sup> | Paper Fee <sup>(2)</sup> |
|-------------------|--------------------------|---------------------------|--------------------------|
| 15-24             | All                      | FREE                      | \$230                    |
| 25-99             | All                      | FREE                      | \$375                    |
| 100-199           | All                      | FREE                      | \$505                    |
| 200-499           | Up to 250 <sup>(3)</sup> | FREE                      | \$585                    |
| 500-2499          | 350 <sup>(3)</sup>       | FREE                      | \$685                    |
| 2500+             | 400 <sup>(3)</sup>       | FREE                      | \$840                    |

1) Review the Assessment Process page to learn about this email-based survey before selecting this option 2) Fees are non-refundable 3) Employees are randomly selected

## Announcing & Recognizing the Winners!

The contact at each company is notified of their status prior to the release of the winner rankings. insideARM will publish a list of the winners, and companies will be honored at the insideARM First Party Summit ([www.insidearm.com/first](http://www.insidearm.com/first)), in June 2017. Non-winning companies are not publicly revealed, so there's no risk.

For more information or to register, visit the website below or call BCG at 1-877-455-2159.

**[www.BestCallCentersToWorkFor.com](http://www.BestCallCentersToWorkFor.com)**

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