



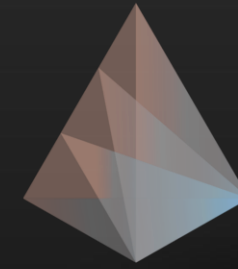
ROMANIAN
CONTACT CENTER
AWARDS 2026

ROMANIAN CONTACT CENTER AWARDS 2026

28th May 2026 | Unda, Bucharest



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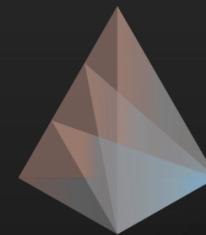
ROMANIAN
CONTACT CENTER
AWARDS 2026

Celebrating the **CHAMPIONS** of the **2025** **ROMANIAN CONTACT CENTER AWARDS**



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2025 WINNERS



ROMANIAN
CONTACT CENTER
AWARDS 2026

PEOPLE EXCELLENCE AWARD

**EXCELLENCE IN
LEADERSHIP**



Ana Maria Bratu
Pluxee România

**BEST CONTACT
CENTER TEAM
MANAGER**



Murat Husamoglu
Salt Bank

**BEST SUPPORT
CENTER TEAM
MANAGER**



Mădălina Văduva
Freshful

**TELESALES
CHAMPION**



Roxana Elena Grigore
E-value International

**SUPPORT
CHAMPION**



Kostas Roditakis
*Schneider Electric
România*

**COMPLAINTS
CHAMPION**

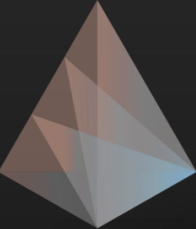


Adrian Anghel
*Samsung Electronics
România*



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2025 WINNERS



ROMANIAN
CONTACT CENTER
AWARDS 2026

PEOPLE EXCELLENCE AWARD

**LEARNING
CHAMPION**



TDCX

**COMPLAINTS
MANAGEMENT**



Erika Mihai
*Schneider Electric
România*

**CUSTOMER CARE
CHAMPION**

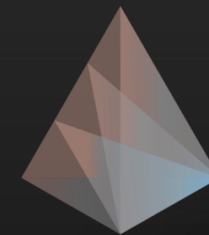


Alexandru Spiridon
Salt Bank



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2025 WINNERS



ROMANIAN
CONTACT CENTER
AWARDS 2026

TEAM SPOTLIGHT AWARDS

**BEST LARGE
INTERNAL CONTACT
CENTER**



ING Bank România

**BEST LARGE
EXTERNAL CONTACT
CENTER**



Foundever România

**BEST MEDIUM
INTERNAL CONTACT
CENTER - BANKING**



**BRD Groupe Société
Générale**

**BEST MEDIUM
INTERNAL CONTACT
CENTER - INSURANCE**



Groupama

**BEST SMALL
INTERNAL CONTACT
CENTER**



**Renault Commercial
Roumanie (RCR)**

**BEST LARGE
SUPPORT CONTACT
CENTER**



eMAG

**BEST TELESALLES
CONTACT CENTER
ROMANIA**



Optima Solution Services

**BEST TELESALLES
CONTACT CENTER
INTERNATIONAL**

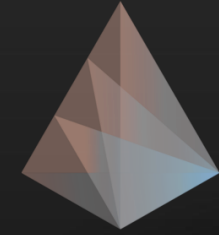


**Ascensos Contact Centres
Romania**



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2025 WINNERS



ROMANIAN
CONTACT CENTER
AWARDS 2026

TEAM SPOTLIGHT AWARDS

**BEST MEDIUM
SUPPORT CONTACT
CENTER – B2B**



eMAG

**BEST MEDIUM
EXTERNAL CONTACT
CENTER**



Optima Solution Services

**BEST SMALL
SUPPORT CONTACT
CENTER**



Freshful

**BEST SMALL
EXTERNAL CONTACT
CENTER**



Pluxee România

**BEST COLLECTION
CONTACT CENTER
MEDIUM**



Kruk România

**SOCIAL MEDIA
MASTERY**



Versuni România

**BEST COMPLAINTS
TEAM**

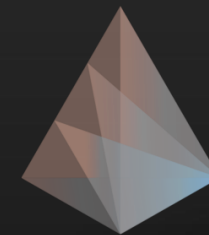


**Samsung Electronics
România**



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2025 WINNERS



ROMANIAN
CONTACT CENTER
AWARDS 2026

BUSINESS & PROCESS SPOTLIGHT AWARDS

TECH IMPACT



Banca Comercială
Română

BEST WORKPLACE



Foundever România

EXCELLENCE IN LEARNING & DEVELOPMENT



Foundever România

TALENT DEVELOPMENT PROGRAM

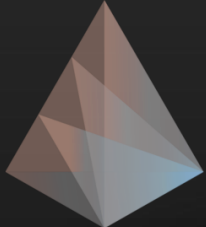


Talent Academy,
Schneider Electric
România



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2025 WINNERS



ROMANIAN
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AWARDS 2026

TECH SPOTLIGHT AWARDS

AI INSIGHTS



Mediatel Data & Engie
România

INNOVATION IN AI



RepsMate

AI EXCELLENCE



Ascensos Contact
Centres România

AI-POWERED CX



Mediatel Data & Cargus
România

TECH INNOVATOR

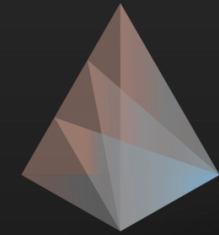


RepsMate



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2025 WINNERS



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AWARDS 2026

PARTNERSHIP SPOTLIGHT AWARDS

**EXTERNAL
IMPACTFUL
COLLABORATION**



**Mediatel Data & Bringo
România**

**CUSTOMER - FIRST
PARTNERSHIP**



**Concentrix România &
Orange România**

**CUSTOMER-FIRST
PARTNERSHIP -
FINANCE**



**Foundever România &
Monzo**

SPECIAL AWARDS

**EXCELLENCE IN
CLOUD-BASED CX
TRANSFORMATION**



Intrarom & Genesys

**CX TECHNOLOGY
IMPLEMENTATION**

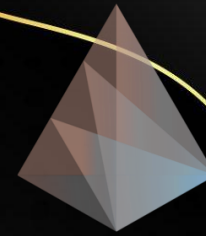


Signal IDUNA & Mediatel



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A TRADITION OF RECOGNITION



ROMANIAN
CONTACT CENTER
AWARDS 2026

The **Romanian Contact Center Awards** is the first event dedicated to the contact center industry in Romania, launched 16 years ago.

Over the years, we've built a **strong community of professionals, providers, and companies**, and these awards recognize and celebrate excellence, innovation, and vision — with a special focus on the people who drive this industry forward every single day.

Looking back at previous editions, we remember outstanding results, authentic role models who inspired us, and most of all, the energy, excitement, and joy of the moments we shared together.

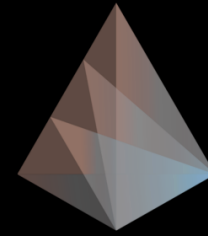
We are truly grateful to everyone who has been part of this journey — to those we've seen grow, gain recognition, and develop their careers year after year.



**JOIN US this year
as we celebrate
the 17th edition!**



COMMUNITY OVERVIEW



ROMANIAN
CONTACT CENTER
AWARDS 2026

- 16** AWARD GALA EDITIONS
- 640+** EVALUATED CONTESTANTS
- 120+** REPRESENTED COMPANIES
- 150+** PARTICIPANTS PER EDITION
- 38** AWARDS IN 2025



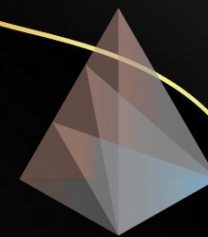
REPRESENTED INDUSTRIES

- TELECOM
- FINANCE
- IT&C HEALTHCARE
- UTILITIES
- HR CONSULTANCY
- LAW AUDIT
- MARKETING RESEARCH
- RETAIL
- FMCG
- BPO
- AUTOMOTIVE

WHY ATTEND?

- **Enhance brand visibility** and credibility.
- **Celebrate your employees'** achievements and foster a sense of pride.
- **Connect with industry leaders** and potential partners.
- **Gain recognition for your excellence** and learn from industry best practices.
- **Contribute to industry growth** and inspire others.

TIMELINE & PRICING



ROMANIAN
CONTACT CENTER
AWARDS 2026

02 March

20 April

18 May

28 May

➔
Awards Registration
Opening

➔
Closing applications &
interviews with the Finalists

➔
Candidates' assessment &
1-to-1 interviews
Jury's decision process

➔
The Contact Center Awards
2026 Winners' Gala

2026 REGISTRATION OPTIONS

Single Category Registration

485 EUR (plus VAT) / per
nominal registration entry

Multiple Category Registration

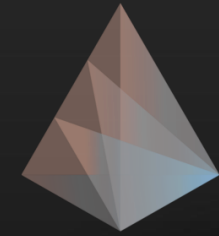
460 EUR (plus VAT) / per nominal
registration entry.
min. 4 from the same company

Gala Event Participation

145 EUR (plus VAT) / per entry

For More Romanian Contact Center Awards Information, 2026 Category Registration please contact **Alexandra Cozma** Via alexandra.Cozma@market-insiders.Com | + 40 731 191 919.

2026 WINNER CATEGORIES



ROMANIAN
CONTACT CENTER
AWARDS 2026

PEOPLE EXCELLENCE AWARD

EXCELLENCE IN LEADERSHIP



Recognizes outstanding leaders who create a positive work environment, motivate teams, and drive exceptional results in a contact center setting.

EXCELLENCE IN HR LEADERSHIP



Honors HR leaders who champion employee engagement, development, and cultivate a thriving workplace culture within contact centers.

EXCELLENCE IN LEARNING AND DEVELOPMENT



Celebrates leaders who support their teams in designing and delivering impactful training programs that enhance the skills and knowledge of contact center employees

BEST CONTACT CENTER TEAM MANAGER



Acknowledges team managers who excel in coaching, motivating, and leading their teams to achieve overall customer service excellence.

BEST SUPPORT CENTER TEAM MANAGER



Honors team managers who demonstrate exceptional leadership in guiding and supporting their customer support teams.

BEST TELESALES TEAM MANAGER

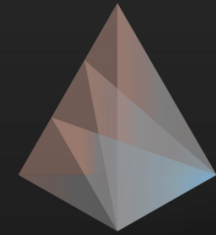


Recognizes team managers who effectively lead their telesales teams to achieve sales targets while maintaining high customer service standards.



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2026 WINNER CATEGORIES



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AWARDS 2026

PEOPLE EXCELLENCE AWARD

CUSTOMER CARE CHAMPION



Celebrates customer care representatives who consistently go above and beyond in providing exceptional, empathetic, and personalized customer service.

SUPPORT CHAMPION



Honors outstanding support specialists who demonstrate expertise in problem-solving, technical knowledge, and providing efficient resolutions to customer inquiries.

TELESALES CHAMPION



Recognizes top-performing telesales representatives who excel in sales techniques, building customer relationships, and consistently exceeding targets.

LEARNING CHAMPION



Celebrates training specialists who play a pivotal role in knowledge transfer, skill development, and continuous learning within the contact center.

COMPLAINTS CHAMPION



Recognizes complaints specialists who expertly handle customer complaints, demonstrate problem-solving skills and excel in turning negative experiences into positive outcomes.

RETENTION CHAMPION

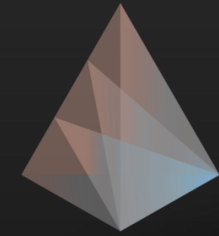


Honors retention specialists who go the extra mile in retaining customers, building loyalty, and proactively addressing potential churn.



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2026 WINNER CATEGORIES



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AWARDS 2026

TEAM SPOTLIGHT AWARDS

BEST EXTERNAL CONTACT CENTER (LARGE, MEDIUM, SMALL)



Recognizes outsourced contact centers of different sizes that demonstrate outstanding customer service across channels, operational efficiency, and overall excellence.

BEST INTERNAL CONTACT CENTER (LARGE, MEDIUM, SMALL)



Celebrates in-house contact centers of different sizes that prioritize employee satisfaction, consistently deliver exceptional customer experiences, and drive internal success.

BEST SUPPORT CENTER (LARGE, MEDIUM, SMALL)



Honors support centers of varying sizes that efficiently provide technical assistance, resolve customer issues, and champion customer satisfaction.

BEST USE OF CUSTOMER INSIGHTS



Celebrates the effective use of customer data and feedback to drive process improvements, enhance personalization, and make informed business decisions.

BEST TELESALES CONTACT CENTER



Acknowledges telesales contact centers that achieve or exceed sales targets, excel in customer engagement, and maintain strong sales ethics.

BEST COMPLAINTS TEAM



Recognizes teams who skillfully address customer complaints, find effective resolutions, and improve the overall customer experience.

BEST RETENTION TEAM



Honors teams that implement proactive retention strategies, build customer relationships, and reduce customer churn.

SOCIAL MEDIA MASTERY

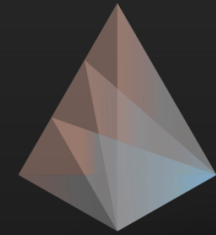


Recognizes outstanding use of social media for customer service, building brand reputation, and driving positive customer engagement.



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2026 WINNER CATEGORIES



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AWARDS 2026

BUSINESS & PROCESS SPOTLIGHT AWARDS

TECH IMPACT



Honors the use of technology that has significantly improved efficiency, customer experience, or overall contact center operations.

OPERATIONAL EFFICIENCY



Recognizes successful implementation of process improvements leading to streamlined operations, increased productivity, and cost savings.

TALENT DEVELOPMENT PROGRAM



Celebrates comprehensive training and development programs that enhance employee skills, knowledge, and contribute to contact center success.

BEST WORKPLACE



Honors contact centers that create a positive, inclusive, and rewarding work environment that fosters employee well-being and engagement.

BEST SOCIAL IMPACT

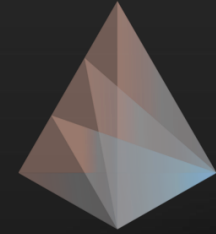


Recognizes contact center initiatives focused on driving positive social or environmental change.



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2026 WINNER CATEGORIES



ROMANIAN
CONTACT CENTER
AWARDS 2026

TECH SPOTLIGHT AWARDS

AI INSIGHTS



Honors the intelligent use of AI-derived insights that lead to enhanced customer experience, improved decision-making, or operational optimization.

TECH INNOVATOR OF THE YEAR



Recognizes companies developing or implementing cutting-edge technology solutions that revolutionize contact center operations.

AI EXCELLENCE AWARDS



Celebrates the masterful use of AI to automate tasks while improving customer experience and gaining actionable and valuable insights in the contact center.

AI-POWERED CUSTOMER EXPERIENCE

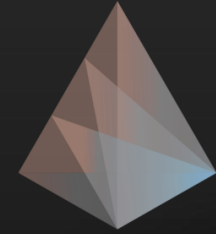


Celebrates the masterful use of AI to deliver customer experience and improve time to response and other relevant KPIs.



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2026 WINNER CATEGORIES



ROMANIAN
CONTACT CENTER
AWARDS 2026

PARTNERSHIP SPOTLIGHT AWARDS

INTERNAL IMPACTFUL COLLABORATION



Honors successful collaborations between internal teams that lead to significant improvements for the contact center.

EXTERNAL IMPACTFUL COLLABORATION



Honors successful collaborations between teams from different companies that lead to significant improvements for the contact center.

CUSTOMER-FIRST PARTNERSHIP

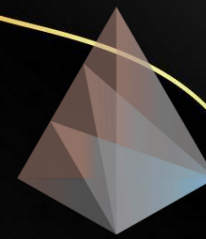


Celebrates partnerships that prioritize customer-centricity, resulting in exceptional customer experience.



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SOME OF OUR PREVIOUS WINNERS



ROMANIAN
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AWARDS 2026





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ROMANIAN CONTACT CENTER AWARDS 2026

Showcase your Achievements & Inspire the Industry



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For more information & marketing opportunities please contact
Alexandra Cozma via alexandra.cozma@market-insiders.com | + 40 731 191 919