

**PRESS RELEASE**

# **Covisian wins Save The Children's Award for Best Call Center**



The prestigious non-profit organization, Save The Children, has awarded Covisian the Best Call Center Award as part of the first edition of the contest launched at the conclusion of 2022.

This is a highly prestigious recognition for the Group, which is already highly active in customer care management activities in the NGO sector.

The awarding of the prize was based on the analysis of two key parameters for the company: quality and quantity. To determine whether the sought-after quality standard was exceeded, Save The Children conducted checks on both the style and the communication techniques used and assessed requirements of empathy and persuasive ability. With reference to quantity, on the other hand, it was determined that the established parameters were exceeded with relation to the percentage of donors and the number of donations made.