



AUSCONTACT
EXCELLENCE AWARDS

CELEBRATING 30 YEARS

PRESENTATION OUTLINE

Best Collaboration

The Best Collaboration award showcases partnerships between two organisations to achieve a goal. This includes technology implementations, a consulting project, a recruitment campaign, a marketing campaign, or any other project where two organisations demonstrate a collaborative partnership that successfully delivered an outcome, enhancing the contact centre operation or customer experience.



2023 FEEDBACK

Successful organisations addressed the criteria provided in the presentation they submitted for judging. There was a clear and structured approach to the presentation, providing an easily understood narrative in relation to the collaborative approach they were highlighting.

Consistent feedback where nominees did not score highly included:

- Presentations lacked the necessary data to support their statements.
- Presentations did not address all elements within each of the requested inclusions or exceeded the maximum slide count.
- Unstructured presentations making it challenging to follow for those judging.
- Use of acronyms and language / terms that needed further explanation. Note some nominations did the opposite, spending too much time explaining about their organisation rather than the collaboration efforts they were showcasing.



TIPS FOR 2024

We want you to successfully showcase the exceptional programs you are running, the investment your organisation is making, and the difference this is making. The judges need to be able to fully understand the partnership / collaboration efforts, what they were attempting to deliver, how you ensured the partnership was successful, and how this has resulted in change within your organisation.

Some tips to help you highlight the things that make you stand out:

- Stick to the limits provided when it comes to the slides in your submission (maximum of 15 slides).
- How you utilise those 15 slides is totally up to you – use your judgement to determine how much real estate is used for each of the requested inclusion elements.
- Ensure you cover off all elements provided in the criteria.
- Think about the layout of your presentation – don't fill each slide with small print, overly text heavy, or unexplained diagrams.
- Avoid motherhood statements without supporting data/graphs/ results etc. Making your presentation overly generalised stops our judges from seeing what makes the collaboration you are showcasing uniquely successful.
- Share your presentation before you submit it with someone who doesn't have a close understanding of it, test they can clearly recognise and understand what you are trying to showcase.



PRESENTATION INCLUSIONS

The presentation should cover the following:

1. Organisation Overview

Provide details of the **two** organisations you are showcasing including:

- Organisational overview (industry, mission, vision, etc.)
- Organisational logistics (locations etc.)
- The service you provide (for the contact centre this could include customer profile, industry, general overview of types of interactions managed. For the partner organisation it would be specific to the industry)
- Workforce (for the contact centre size, employment type, workforce profile such as part time etc., for the partner organisation general overview of organisational demographics)

2. Collaboration Overview

Provide details about the collaboration you are showcasing including:

- Overview of the partnership/collaboration (what was the collaboration)
- What was the collaboration aiming to do for your organisation(s)?
- Why did it come about? (i.e. what problem was it trying to solve)
- Planned outcomes, objectives and results

Maximum 15 slides to cover inclusions 1-4

Inclusions continue on next page >



PRESENTATION INCLUSIONS

The presentation should cover the following:

3. Detailed Action

- What have you done under the collaborative partnership
- Timeline of activity
- How have you managed the partnership from a governance perspective (did you introduce governance measures/review processes/reporting etc.)
- Any resistance/challenges that occurred along the way and how you navigated/resolved these

4. Results

- Provide details of the results you have seen using data to support statements where appropriate
- What has the collaboration delivered/driven for the contact centre/organisation
- Key learnings
- How will you build on this partnership to enrich future outcomes?

Maximum 15 slides to cover inclusions 1-4



SUBMISSION & DEADLINE



There is no 'live' presentation for this category.

Presentation length: maximum 15 slides/pages.

If desired, nominees may submit **one** video, maximum 10-minute duration to support. Ensure this is provided to enrich, not to reiterate content from the presentation.

Document format: PDF

Submission process: email to awards@auscontact.com.au

If the file is too large to attach, please use your organisation's preferred file sharing service.

Deadline: submit by 5pm AEST Friday 14 June.

Ensure you include relevant data to support your submission, allowing the judging committee to consider the results your collaborative initiative has delivered.



2024

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GOOD LUCK!

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