



## **Allianz Worldwide Partners China Wins 2018 “Golden Voice Award” -- Best Customer Contact Center Award**

The 2018 (11th) International Big Data and Customer Contact Center Summit was recently held in Zibo, Shandong Province, with Allianz Worldwide Partners winning China Best Customer Contact Center (CS) of the Year Awards 2018 -- Customer Service.

Hundreds of executives from the Asia-Pacific region attended the summit that announced the 2018 “Golden Voice Award” Best Customer Contact Center and Customer Experience Awards, also known as the Oscar in the sector, after a selection process based on 4PS international standards.

In 2018, 936 companies from 1,368 call centers were initially selected into the evaluation list. The assessment committee reviewed 4,508 application documents and visited 183 companies in the past 9 months for on-site assessment on customer satisfaction, employee satisfaction, public media reputation, and operational quality and management capabilities.

Ms. Zong Qiaolian, Assistance Manager from Call Center, received the award on behalf of Allianz Worldwide Partners China, which is the global B2B2C leader in assistance and insurance solutions in automotive, travel, health and lifestyle.

The Golden Voice Award (China's Best Customer Contact Center Award - Customer Service) is recognition of Allianz Worldwide Partners China Call Center's operational excellence and quality services. Under the ISO 9001:2008 and ISO 9001:2015 Certification frameworks, all operational processes have to be documented, validated and certified. All customer calls are monitored regularly. The company also works on process optimization through formalized processes, using a 6 Sigma service-adapted methodology. In 2017, its NPS (Net Promoter Score) reached as high as 88%.

“Leveraging the support of advanced technology with genuine human interactions is key to deliver unique customer experiences in a sustainable way.” said Giancarlo Scupino, COO Allianz Worldwide Partners Greater China and Regional COO Allianz Worldwide Partners China & Japan. For instance, the call center uses an interactive voice response system (IVR) to quickly identify the caller's number. Its Hexalite system uses digital technology to realize direct dispatch, greatly improving service efficiency and quality. The intelligent robot partner “AWP Digital Heart” launched this year uses artificial intelligence to realize real-time voice recognition. Assistance coordinators then could

easily get key information and automatic positioning through systems, which improves the accuracy of information and helps us to provide appropriate, timely services in a more efficient way. “In the future, we also plan to use artificial intelligence to help us achieve intelligent quality control, Big Data analysis ... With the introduction of new channels such as voice bots, chat bots, visual IVR, Allianz Worldwide Partners will offer a true Omni channel experience.” added Giancarlo.

---

## **About Allianz Worldwide Partners**

---

Dedicated to bringing worldwide protection and care, Allianz Worldwide Partners, one of Allianz’ entities, previously as Allianz Global Assistance, is the B2B2C leader in assistance and insurance solutions in the following areas of expertise: global assistance, international health & life, global automotive and travel insurance. These solutions, which are a unique combination of insurance, service and technology, are available to business partners or via direct and digital channels under three internationally renowned brands: Allianz Global Assistance, Allianz Worldwide Care and Allianz Global Automotive. This global family of over 19,000 employees is present in 78 countries, speaks over 70 languages and handles over 54 million cases per year, protecting customers and employees on all continents. We opened our China business unit in 2003 as a wholly foreign owned company in Beijing. As the first assistance company in China certified with ISO9001:2008; upgraded with ISO9001:2015 in 2017, today Allianz Worldwide Partners is the leading provider of outsourced roadside services in mainland China. With our national provider network and advanced technologies, we’ve been consistently working on providing more excellent, efficient and secured solutions, creating more values for your clients and customers.

For more information, please visit <http://www.allianz-worldwide-partners.com.cn>  
Follow us on Sina Weibo: <http://e.weibo.com/agachina>  
And WeChat: AGA-CHINA

### **Press contacts**

Allianz Worldwide Partners Greater China  
Christine Zhu  
Email: [christine.zhut@allianz.com](mailto:christine.zhut@allianz.com)