

Categorias	Best Award	Premiados		Classificação
		Linhas	Outsourcers	
BANCA	GOLD	MILLENNIUM BCP	REDITUS	82.55%
	SILVER	SANTANDER -SUPERLINHA	TELEPERFORMANCE	81.46%
	BRONZE	UNIVERSO	TELEPERFORMANCE	68.38%
ENERGIA	GOLD	GOLDENERGY CUSTOMER CARE		86.92%
	SILVER	GALP GÁS NATURAL CUR	MANPOWER TBO	86.57%
	BRONZE	EDP FUNCIONA	MANPOWER TBO	85.85%
SAÚDE	GOLD	MULTICARE	NEWSPRING SERVICES	84.44%
	SILVER	MÉDIS	MANPOWER TBO	80.85%
	BRONZE	ADVANCECARE		80.65%
SEGUROS E ASSISTÊNCIA	GOLD	AXA PARTNERS		88.78%
	SILVER	FIDELIDADE	NEWSPRING SERVICES	83.05%
	BRONZE	GENERALI		80.55%
TELECOMUNICAÇÕES	GOLD	MEO 16200	INTEL CIA	83.33%
	SILVER	NOS FIDELIZAÇÃO	MANPOWER TBO	82.77%
	BRONZE	NOS 16990	MANPOWER TBO/RANDSTAD/RHMAIS	81.56%
OUTBOUND	GOLD	EDP COMERCIAL	MANPOWER TBO	82.57%
	SILVER	GENERALI COMERCIAL		76.91%
	BRONZE	GOLDENERGY COMERCIAL		76.61%
OUTBOUND TELECOMUNICAÇÕES	GOLD	VODAFONE TELEMARKETING	ARMATIS	76.39%
	SILVER	MEO OUTBOUND	INTEL CIA	73.77%
	BRONZE	ALTICE RETENÇÃO	INTEL CIA	72.80%
COMÉRCIO E SERVIÇOS	GOLD	JOGOS SANTA CASA	EGOR/MEO	88.01%
	SILVER	WORTEN	MANPOWER TBO	86.23%
	BRONZE	FNAC	MANPOWER TBO	82.47%
SERVIÇOS ON-LINE	GOLD	CONTINENTE ON-LINE	MANPOWER TBO	79.54%
	SILVER	MONTEPIO CRÉDITO	RANDSTAD	75.96%
	BRONZE	VERTBAUDET	WEBHELP	62.42%
DISTRIBUIÇÃO E LOGÍSTICA	GOLD	CTT	NEWSPRING SERVICES	78.64%
	SILVER	CTT EMPRESAS	NEWSPRING SERVICES	78.20%
	BRONZE	DHL EXPRESS PORTUGAL		76.42%
TECNOLOGIA	GOLD	VISOR.AI		91.00%
	SILVER	GOCONTACT		85.00%
	BRONZE	GENESYS		76.00%
GESTÃO PRÓPRIA	GOLD	AXA PARTNERS		88.78%
	SILVER	JOGOS SANTA CASA		88.01%
	BRONZE	GOLDENERGY CUSTOMER CARE		86.92%
MELHOR CONTACT CENTER COM < 100 AGENTES	GOLD	JOGOS SANTA CASA	EGOR/MEO	88.01%
	SILVER	GOLDENERGY CUSTOMER CARE		86.92%
	BRONZE	EDP FUNCIONA	MANPOWER TBO	85.85%
MELHOR CONTACT CENTER COM > 100 AGENTES	GOLD	AXA PARTNERS		88.78%
	SILVER	GALP GÁS NATURAL CUR	MANPOWER TBO	86.57%
	BRONZE	WORTEN	MANPOWER TBO	86.23%