

Interactive Intelligence wins top award at CCAZ

[Interactive Intelligence](#), software and cloud services provider, has been named the winner of one of the excellence awards at the fourth annual Contact Centre Association of Zimbabwe (CCAZ) Service Excellence Awards.

Interactive Intelligence won the top award in the Best CRM and Call Centre Vendor Supplier category. CCAZ, noting that the awards were presented to recognize, promote and reward excellence, presented the awards during a gala dinner in Harare at the end of October. The Service Excellence Awards are organised annually by CCAZ in partnership with the Ministry of Tourism and Hospitality, Consumer Council of Zimbabwe (CCZ), Zimbabwe Tourism Authority (ZTA) and The Financial Gazette.

The awards are monitored by the Chartered Institute of Customer Management (CICM), a global customer service and call centre professional and academic board currently represented in three continents.

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