



United Concordia has been recognized by Benchmark Portal, once again, for its commitment to service excellence, adding to the two honors the dental insurer has already received from this prestigious organization.

United Concordia's Government Business Call recently earned Center of Excellence certification, one of the most prestigious awards in the customer service and support industry, from BenchmarkPortal. This certification is another example of the insurer's commitment to excellence for customers – from members to employers to governmental clients – and recognizes that the company's government business call center performs in the top 10 of call centers when compared with industry peers.

Last year, United Concordia's commercial customer call center earned Center of Excellence certification, which is based on best practice metrics drawn from the world's largest database of objective and quantitative data. Call

centers that earn this recognition from BenchmarkPortal are compared against a balanced scorecard of metrics for efficiency and effectiveness, which was founded at Purdue University. They must demonstrate superior performance on both cost-related and quality-related metrics.

United Concordia also recently won first place, medium-size center category, in BenchmarkPortal "Top 100 Call Center" Competition. Judged against an international roster of comparable centers, United Concordia won the award with superior performance on cost, quality and by meeting or exceeding key call center indicators, including average speed of answer, calls per agent per hour and caller satisfaction.



<https://news.unitedconcordia.com/call-center-of-excellence-2013>