



### **Copyright Clearance Center Wins Bronze Stevie® Award for Sales & Customer Service**

**March 12, 2019 – Danvers, Mass.** – [Copyright Clearance Center, Inc.](#) (CCC), a leader in advancing copyright, accelerating knowledge, and powering innovation, won a Bronze Stevie® Award for Contact Center of the Year in the 13<sup>th</sup> annual [Stevie Awards for Sales & Customer Service](#).

The Stevie Awards for Sales & Customer Service are the world’s top honors for customer service, contact center, business development, and sales professionals. The Stevie Awards organization stages seven of the world’s leading business awards programs, including the prestigious American Business Awards® and International Business Awards®. Winners were determined by the average scores of more than 150 professionals worldwide in seven specialized judging committees.

“All of the Stevie Award winners should be very proud of their achievements. Independent professionals around the world have agreed that their accomplishments are worthy of public recognition,” said Stevie Awards President and founder, Michael Gallagher.

“As hard as we work to provide best-in-class products and solutions, we work even harder to back them up with world-class service because we know high-quality customer support is key,” said Tracey Armstrong, President and CEO, CCC. “Customer service goes beyond support at CCC – it’s a company-wide commitment. Every employee has a service mindset and takes a service-driven approach with colleagues and clients.”

Here’s what the judges had to say about CCC:

“In this day and age, reducing customer wait times and speed of answer are critically important if they cannot answer/resolve the issue by themselves. CCC has got that figured out.”

“You (CCC) have raised the bar for others to keep up.”

“80% of phone and chat inquiries are answered in 60 seconds or less and email returned between one and 12 hours, WOW!”

CCC provides support that’s fast and efficient whenever customers need it – via phone, chat or email. Its representatives are highly trained and have many years of experience. Each customer interaction is unique and customized at that moment in time; there’s no automation, bots or scripts. According to Outsell, Inc., the ‘Voice of the Data and Information Industry,’ CCC “gets service right.”

## **ABOUT COPYRIGHT CLEARANCE CENTER**

[Copyright Clearance Center \(CCC\)](#) builds unique solutions that connect content and rights in contextually relevant ways through software and professional services. CCC helps people navigate vast amounts of data to discover actionable insights, enabling them to innovate and make informed decisions. CCC, with its subsidiaries [RightsDirect](#) and [Ixxus](#), collaborates with customers to advance how data and information is integrated, accessed, and shared while setting the standard for effective copyright solutions that accelerate knowledge and power innovation. CCC is headquartered in Danvers, Mass., with offices across North America, Europe and Asia. To learn more about CCC, visit [www.copyright.com](http://www.copyright.com).

## **ABOUT THE STEVIE AWARDS**

Stevie Awards are conferred in seven programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, The American Business Awards®, The International Business Awards®, the Stevie Awards for Great Employers, the Stevie Awards for Women in Business and the Stevie Awards for Sales & Customer Service. Stevie Awards competitions receive more than 12,000 entries each year from organizations in more than 70 nations. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at [www.StevieAwards.com](http://www.StevieAwards.com).

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