



Copyright Clearance Center Wins Bronze Stevie® Award for Customer Service Department of the Year

CCC Honored for Second Year in a Row; Won Bronze for Contact Center of the Year in 2019

March 17, 2020 – Danvers, Mass. – [Copyright Clearance Center, Inc.](#) (CCC), a leader in advancing copyright, accelerating knowledge, and powering innovation, won a Bronze Stevie® Award for Customer Service Department of the Year in the 14th 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 organizes eight of the world's leading business awards programs, also including the prestigious American Business Awards® and International Business Awards®.

The awards were presented to honorees during a gala banquet on Friday, 28 February at Caesars Palace in Las Vegas, NV. More than 600 executives from the U.S. and several other nations attended. Winners were determined by the average scores of more than 180 professionals worldwide on seven specialized judging committees.

"Stevie Award winners from around the world should be very proud of their achievements. The judges were impressed with the vast range of nominations submitted for 2020 and have agreed that their accomplishments are worthy of public recognition," said Stevie Awards Executive Chairman, Michael Gallagher.

"As hard as we work to provide outstanding products and services," said Tracey Armstrong, President and CEO, CCC, "we work even harder to back them up with a world-class customer experience. We know high-quality support is key to a comprehensive solution."

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

"Empowering agents is something senior management is sometimes hesitant to do. Great to see that is a focus for you."

"I absolutely loved their commitment to ensuring each of their customers has a unique experience vs. utilizing bots and scripts – this is vastly important."

"Quantity and quality of work is outstanding. Well done on investing in your customer service department."

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 subsidiary RightsDirect, 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.

ABOUT THE STEVIE AWARDS

Stevie Awards are conferred in eight programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, the Middle East 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 <http://www.StevieAwards.com>.

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