



Australian MyBudget Customer Service Hero Recognised Globally

MyBudget Agent, Nicole Martin, went above and beyond for her client and saved a family's Christmas

Genesys® (www.genesys.com), the global leader in omnichannel customer experience and contact centre solutions, has awarded the prestigious grand prize of their dedicated global CX Hero program to an Australian customer service agent. In recognition and appreciation of the work customer service agents do, Genesys created CX Heroes, to celebrate true stories of customer service agents going above and beyond the call of duty. The program aims to create a movement to appreciate the unsung heroes who ensure their customers receive premium service. Award entries were received from around the globe, with Genesys applying stringent judging criteria to submissions. One of the core metrics judges considered was the applicant's ability to deliver impactful customer service. Of the global finalists, Australian customer service representative, Nicole Martin from MyBudget, was awarded the title, CX Hero of the Year. Nicole was presented with her award on a global stage in front of nearly 2,500 customer experience leaders. Ms Martin earned the title for her commitment and dedication to her customers, as demonstrated by going above and beyond the call of duty during Christmas. On the last business day before Christmas, Ms Martin answered a frantic call from a customer trying to get gifts delivered in time for the holiday. She was able to improvise a solution and worked tirelessly across multiple stakeholder groups to save the customer's family Christmas from being torn apart. "I am thrilled to be recognised as the CX Hero of the Year. I really enjoy helping people, and that gives me great job satisfaction" said Nicole Martin, Customer Service Representative, MyBudget. You can read the full story here. -ends-

Image: From left to right: Nate Bennett (Senior Product Marketing Manager, Genesys); Rebecca Pulbrook (National Client Success Leader, MyBudget); Nicole Martin (Customer Service Representative, MyBudget) About Genesys Genesys® powers more than 25 billion of the world's best customer experiences each year. Our success comes from connecting employee and customer conversations on any channel. Every day, 11,000 companies in more than 100 countries trust our #1 customer experience platform to drive great business outcomes and create lasting relationships. Combining the best of technology and human ingenuity, we build solutions that mirror natural communication and work the way you think. Our industry-leading solutions foster true omnichannel engagement because they perform equally well across channels, on-premises and in the cloud. Experience communication as it should be: fluid, instinctive and profoundly empowering. Visit genesys.com on Twitter, Facebook, YouTube, LinkedIn and the Genesys blog. ©2019 Genesys Telecommunications Laboratories, Inc. All rights reserved. Genesys and the Genesys logo are trademarks and/or registered trademarks of Genesys. All other company names and logos may be registered trademarks or trademarks of their respective companies. Media contacts Australia Elizabeth Williams Group Account Director ZADRO elizabeth@zadroagency.com.au +61 2 9212 7867 +61 411 201 354 Julie Donovan Senior Account Manager ZADRO julie@zadroagency.com.au +61 2 9212 7867 +61 410 510 080

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