

Press Release

# CallMiner Customer, Sundance Vacations, Honored with Stevie Awards for Customer Service

*Sundance Vacations improved customer satisfaction scores by 30% with CallMiner Eureka Customer Engagement Analytics*

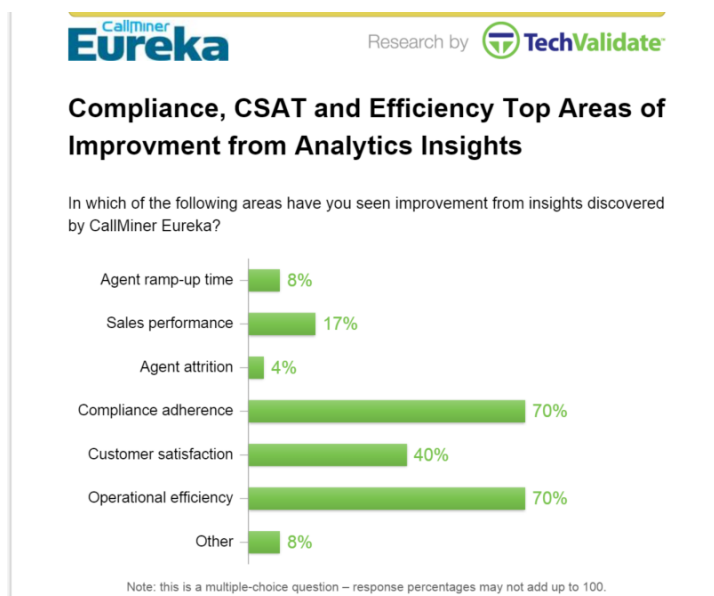
Boston, MA – March 7, 2016 – CallMiner, rated first in customer satisfaction for customer engagement analytics, announced today that Sundance Vacations, a travel company offering quality vacations at a tremendous savings over retail prices, was recognized with a Silver Stevie Award for best use of technology and a Bronze Stevie award for innovation in customer service. The Stevie Awards for Sales & Customer Service recognize businesses for their achievements in contact center, customer service, business development and sales worldwide.

Sundance Vacations monitors the performance of over 300 agents in the United States and has realized a 30% improvement in customer satisfaction after implementing CallMiner Eureka customer engagement analytics. Insights from the Eureka solution also inspired significant updates in the travel company’s processes to improve their travelers’ experiences.

Tina Dowd, Sundance Vacations Founder, said, “Our ability to innovate with new uses of technology is one of our secrets to success. The Stevie Awards for Innovation and Best Use of Technology in Customer Service are testament to the improvements we have been able to make because of implementing CallMiner Eureka. Insights and feedback have empowered our front-line teams to make both small and big changes every day in an effort to move the customer satisfaction needle.”

“We are excited that Sundance Vacations has been recognized with Stevie Awards for its excellence in customer service,” says CallMiner President and CEO, Terry Leahy. Sundance has quickly adapted to leveraging analytics to drive impressive customer satisfaction improvements in short order,” Leahy continues.

In a recent customer survey conducted by TechValidate, many CallMiner Eureka customers cited improved CSAT scores from using the system. Other areas of improvements that customers including Sundance Vacation have achieved with the use of CallMiner customer engagement analytics include sales performance, compliance adherence, and operational efficiency.



Looking into the future, Sundance Vacations plans to use insights from CallMiner Eureka to improve its quality assurance process for its sales presentations in addition to identifying best practices. The company is currently in the process of implementing recording in its sales centers.

### **About Sundance Vacations**

Sundance Vacations is a national travel company that specializes in destination-based vacation accommodations. The company is headquartered in Wilkes-Barre, PA. and maintains offices in New Jersey, Washington DC, and Pennsylvania. Sundance Vacations placed in the Best Places to Work in Pennsylvania by Best Companies Group for four consecutive years, and the company's CEO, John Dowd, was named as one of the Top 10 Best Small Business CEOs in all of North America by Glassdoor 2015. The company has been honored as one of the Fastest-Growing Travel Companies in Pennsylvania by Inc. 500/5000 multiple times and has won numerous awards for its charity and community involvement.

### **About CallMiner**

CallMiner believes that resolution is the fundamental driver of positive customer experiences. When contact center agents and others responsible for customer engagement are enabled by insight and feedback in real-time, they can dramatically improve the rate and speed of positive outcomes. With the tagline "Listen to Your Customers, Improve Your Business" our goal is to help companies automate the overwhelming process of extracting insight from phone calls, chats, emails and social media to dramatically improve customer service and sales, reduce the cost of service delivery, mitigate risk, and identify areas for process and product improvement. Highlighted by multiple customer achievement awards, CallMiner has consistently ranked number one in customer satisfaction, including recent surveys conducted by DMG Consulting and Ovum. For more information, please contact CallMiner at (781) 547-5666, or visit [www.callminer.com](http://www.callminer.com).

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