

Contact Center World Awards: The BPO division of NTT won the gold medal across the Americas

[The NTT Business Process Outsourcing \(NTT BPO\) team won the Gold award](#) in both the Best In Customer Service and Best Contact Center categories in the Americas Region at the 2023 ContactCenterWorld awards.

NTT TechnoCross is delighted to be a part of this achievement by augmenting NTT BPO's strong product suite with [ForeSight Voice Mining](#) which utilizes an outcome from NTT R&D. ForeSight Voice Mining provides enhanced Sales, CX, Compliance, and Operational Excellence by augmenting agents and supervisors through real-time support. It also helps managers and analysts with actionable insights for operating a profit-driven contact center.

Notes

*ForeSight Voice Mining is the registered trademark of NTT TechnoCross Corporation.

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