



Atento and Repsol receive award for Best Customer Service in Spain

Repsol's customer service provided by Atento received the CRC Gold Award for excellence in customer services and business process outsourcing management in Spain.

Repsol's awarded customer service, which has already been recognized in other editions of the CRC Gold Awards, has integrated in 2017 social media channels and instant messaging via WhatsApp. Repsol is the leading fuel retailer in Spain.

Atento receives this recognition for the second year running with the work of more than 200 people, who provide the service through multiple channels: telephone, email, social media (Twitter, Facebook, Instagram, YouTube and LinkedIn), and via instant messaging.

"This year, yet again, the great dedication and effort on behalf of Atento and Repsol is leading to highly satisfactory results," said Yolanda Martín, Repsol Customer Relationship Center Manager.

The CRC Gold are the most important recognition in the Spain for customer relationship management.