



CCAS Talktime

www.ccas.org.sg

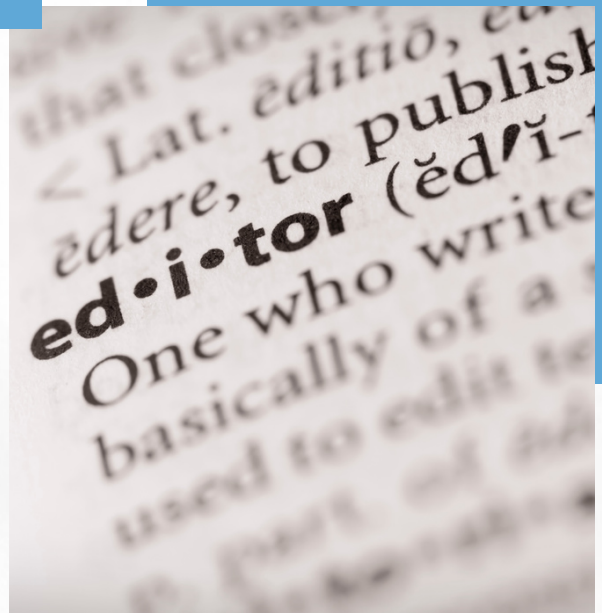
Editor Foreword

Dear CCAS Members,

First and foremost, we apologize for the huge delay in churning out this Talktime. In fact this is our FIRST Talktime in the year 2023.

As we were in the midst of transiting from the old Secretariat team to the new one and at the same time preparing for the CCAS Awards 2023. The delay is however sadly inevitable.

We promise moving forward we will be more prompt in producing the bi-monthly Talktime and to ensure our members do not miss out on any important updates and events.



CCAS Appoints new Executive Director



Andrew Leo
Executive Director

As part of Contact Centre Association of Singapore (CCAS) efforts to continually improve our members' engagement, quality of benefits including value back to our contact centre community, we are proud to officially welcome Andrew as our newly appointed Executive Director, CCAS to help us strategize and lead the association forward in our next phase of transformation.

Join us in welcoming Andrew on board. We look forward to our joint partnership in chartering the next chapter of CCAS growth.

CCAS New Office

After more than 2 years of WFH due to COVID-19 measures and restrictions.

CCAS is proud to announce that we have fully shifted into a hybrid working model with a physical office in town!

Updated Address:

**331 North Bridge Road
#22-16 Odeon Towers
Singapore 188720**

Contact Details:

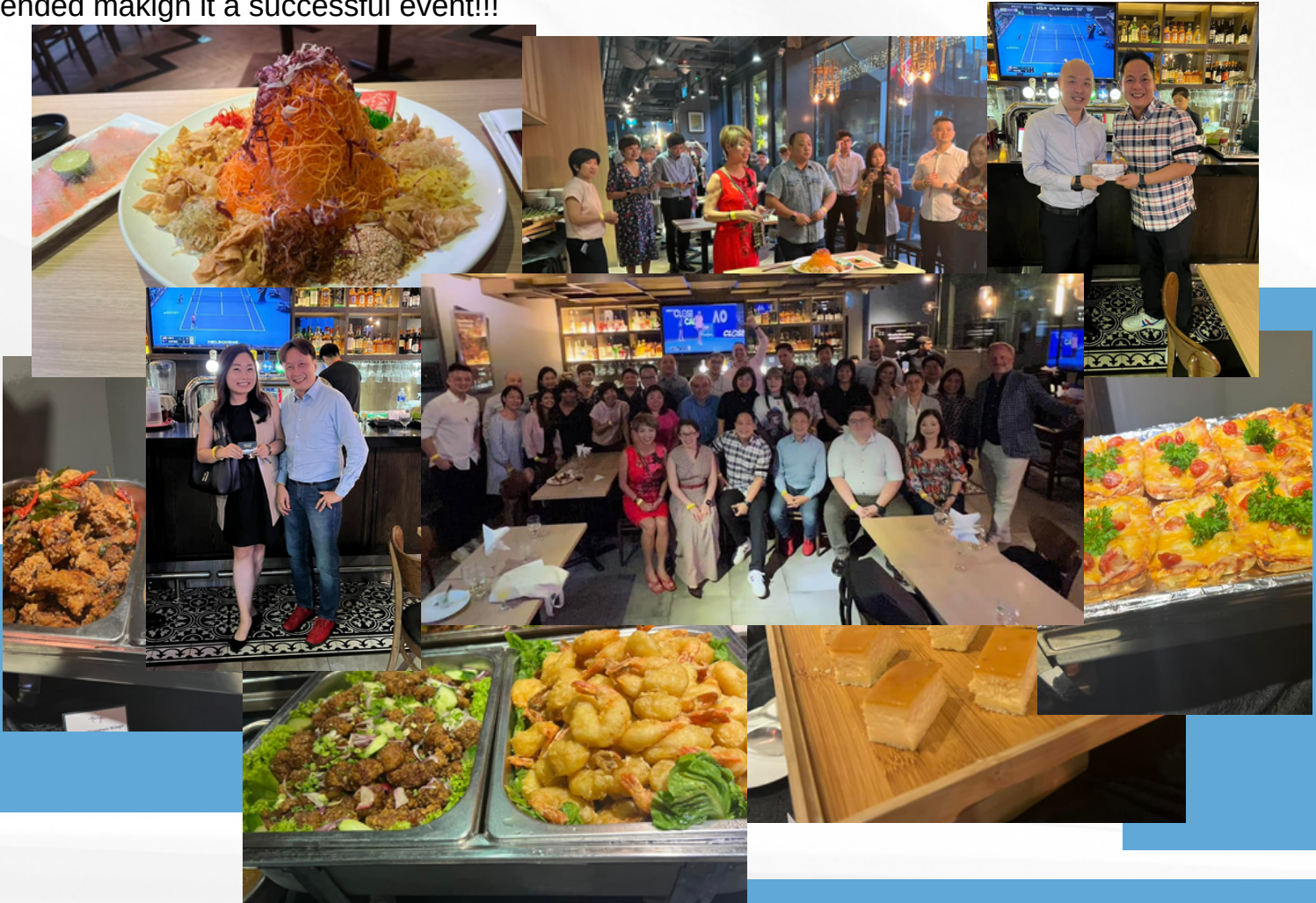
secretariat@ccas.org.sg (+65 6266 8228)

Do remember to update all your contact with our latest address.



CCAS CNY Loh-Hei Networking Event

On the 2nd February 2023, CCAS held our FIRST physical networking event since 2021! We did our first CNY Loh-Hei Networking event for the first time in almost 3 years. Held at Harry's Bar @ South Beach Centre, the event was attended by almost 50 members, along with our Excos, we had loads of fun, great food and drinks. We would like to express our thanks for all those that have attended making it a successful event!!!





CCAS Awards 2023

Yes!!! It is back!!!

Our CCAS Awards 2023 is back again and we had already started the ground running having completed the Call for Entry briefing and Awards Participation Registration.

On the 6th April 2023 @ 1200hrs, our registered participants will be receiving their submission templates from us. If you do not receive your templates download link do contact us!

For all Participants, please remember we have upcoming **Submission Template Briefing Webinar on 14th April 2023 @ 1400hrs.**

More importantly, your **Template Submission Dateline** to the Awards Portal will be on **26th May 2023.**

Lastly we wish all Awards Participants the best of luck! And May the Force be With You!



CCAS Awards Gala Dinner 2023

For all our members, we are happy to officially announced that we have fixed the date of our CCAS Awards Gala Dinner 2023! Happening on the **20th October 2023** evening, join us in celebrating the winners of our upcoming CCAS Awards Competition. Our Early Bird Price (S\$250 Per Seat) of Awards Gala Dinner Seats sale is ON!!! If you are keen to contact our secretariat team.

CCAS Symposium Dates

We know you have all been waiting for this. Yes we have fixed and confirmed our CCAS Symposium dates. Our **CCAS Symposium 2023** will be happening on the **17th & 18th October 2023** this year. We will be providing more updates including the potential topics and even a Call for Speaker event in our upcoming announcements. So mark your calendars! Of course if your organization would like to support us by becoming a Symposium Sponsor please let us know and we will send you a copy of our **CCAS 2023 Sponsorship Prospectus!**



Upcoming Events

Roundtable with NICE: Modernizing Your Contact Centre into a Profit Center

What if contact centres didn't simply respond to problems but instead generate real ROI? Advances in digital transformation have businesses rethinking their approach to customer communication.

Today, it's about taking the consumer by the hand and leading them down a journey that is frictionless for them and profitable for you. In this roundtable, NICE will share how you can modernize your contact center and transform it into a profit centre:

- Strategies on managing new forms of customer interactions
- Best business practices and things to look out for
- Making digital interactions smarter

Wait no further, **RESERVE** your seat for the event!



EDMUND LIM
DIRECTOR DIGITAL
SALES, APAC



MARTIN HAN
SENIOR PORTFOLIO
PRE-SALES CONSULTANT

DATE : 13 APRIL 2023

TIME : 3PM TO 5PM

VENUE:

LIFELONG LEARNING INSTITUTE
R4 & R5 BOOKHALL, LEVEL 4

11 EUNOS ROAD 8 SINGAPORE 408601



Toku Webinar : How Data-Enriched Communication Channels can Deliver Empathy & Efficiency at Scale



DATE: 4 MAY 2023
TIME: 1400HRS - 1500HRS
PLATFORM: CISCO WEBEX



THOMAS LABOULLE
CEO & FOUNDER
TOKU

In a world of sky-high customer expectations, how can companies ensure faster response times without compromising on the human touch?

Scaling customer support with automation can be a great way for companies to handle a high volume of customer inquiries and improve response times. However, it's important to balance automation with the human touch in order to maintain a positive customer experience. In this webinar, you'll learn how data-enriched communication channels can provide businesses with access to valuable customer insights, which can be used to personalize interactions and improve the customer experience.

Reserve your slot today!!

Upcoming Events

Site Visit to TDCX

Date: 12 May 2023
Time: 3:00PM to 5:00PM
Venue: 750D Chai Chee Road #06-01 / 06
 ESR BizPark@Chai Chee
 Singapore 469004

Participation Fees:
 S\$50 per person (CCAS Members)
 S\$100 per person (Non-Members)
 Prices are Exclusive of 8% GST.

Site Visit Will Include:

- Corporate Presentation
- Walk-about of the operating premises
- Light Refreshments (with networking opportunities)



Site Visit:



Date : 12 May 2023
Time : 1500hrs - 1700hrs
Location : 750D Chai Chee Road
 #06-01 / 06
 ESR BizPark @ Chai Chee
 Singapore 469004

Members : S\$50 Per Pax
Non-Members: S\$100 Per Pax
*Limited Slots Available

[Register Now](#)

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CCAS Regional Symposium
Date: 17 - 18 October 2023
Time: 9:00AM to 5:00PM
Venue: TBA
Symposium Tickets: TBA



CCAS Awards Gala Dinner
Date: 20 October 2023
Time: TBA
Gala Dinner Seat (Per Seat):
 S\$250 (EB) / S\$280 (Non-EB)

More events will be coming this year. Do follow us on our socials and watch out for our EDMs to get the latest news.

Broadcasting

Inforcomm Media Development Authority (IMDA)



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Grant Available.

Supported by:  **PDPC** PERSONAL DATA PROTECTION COMMISSION SINGAPORE

In support of:  **SG: DIGITAL**

The advertisement features a central graphic of a person sitting at a laptop displaying a 'DATA PROTECTION ASSURED' shield. The shield is purple and white with a checkmark. Surrounding the laptop are icons for a folder, a cloud, and a document. The background is light blue with a subtle grid pattern.

Data Protection Trustmark Certification – Apply Now!

With the growing number of data breaches in recent years, it is important that companies, especially those in the contact centre industry handling vast amount of personal data, demonstrate accountable data protection practices – you can do this by applying for IMDA’s Data Protection Trustmark (DPTM) certification.

With growing recognition by both private and public sectors, strengthen your customers’ trust, increase your competitive advantage, and set your organisation apart with the DPTM!

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