

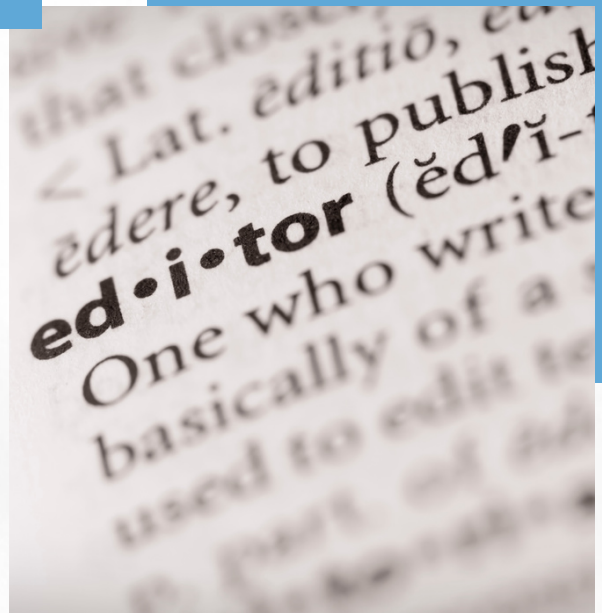


# CCAS Talktime

www.ccas.org.sg June 2023

## Editor Foreword

Dear CCAS Members,  
Welcome to the June's edition of the CCAS Talktime!  
It have been a busy few months for us in the CCAS team, not only have we ran several events, we have also started on our CCAS Awards Competition mission proper!  
We will also be announcing more details on the upcoming CCAS Symposium 2023.  
This month not only will we be taking a summary of the past events, we will be updating you all on the upcoming events that we have in stored for you all.



## CCAS Awards Gets Underway! 19 June till 17 July



The 23rd CCAS International Contact Centre Awards 2023 finally gets underway!

We know it has been a long and trying time for all participants whom have worked hard to prepare the templates and for the judging interview.

Started on the 19th June all the way till 14 July, the CCAS Judging panel will work hard to evaluate all our Awards participants to find that special someone or organisation that has the X-factor!

Here we wish all the Awards Participants All the Best in your interview. We will see you all in the Awards Gala Dinner!



Bronze Corporate & Silver Awards  
Technology Sponsor



Mystery Shopping  
Partner



Event Management  
Partner

# CCAS Awards Gala Dinner Seats

Our CCAS Awards Gala Dinner Early Bird promo will end on **30 June 2023!!** For those of you that still need more seats please do not hesitate to get in touch with us to secure them.

As seats are limited we urged Awards Participants and members to take advantage of the Early Bird promotion and get your seats.

## Seat Pricing:

\$250 Per Seat (Before 30 June 2023)

\$280 Per Seat (After 30 June 2023)

All prices above are exclusive of 8% GST.



**CCAS AWARDS GALA DINNER SEATS**  
EARLY BIRD PRICE S\$250 / SEAT  
**EARLY BIRD FLYING AWAY ON 30 JUNE 2023**  
**DUN SAY BO JIO!!!**  
**LIMITED TABLES BOOK NOW!!!**  
Contact: +65 6266 8228 / +65 8206 0435  
awards@ccas.org.sg

# CCAS 19th Contact Centre Symposium

You all might have seen the term 'G.R.I.T' bouncing around on our socials in the last couple of weeks. Yes our 19th Contact Centre Symposium theme for this year is 'G.R.I.T'.

Growth, Resilient, Innovate and Transform.



Do keep a lookout for our Symposium Gazette which we will be releasing the last 2 of our 4 part series in these 2 weeks and we will be releasing more details on the Symposium really soon.

**CCAS 19th Contact Centre Symposium**  
**Dates : 17 - 18 October 2023**  
**Venue : NUSS Guild House (Kent Ridge)**




**SYMPOSIUM GAZETTE**  
CCAS 4-PARTER SERIES  
**GROWTH**  
Growth is the cornerstone of progress and development for both an Organisation and Individual. Representing our innate desire to expand and fortify our knowledge, skills, and capabilities. The **CCAS 19th Contact Centre Symposium** will delve deep into both Organisational and Personal growth, encouraging attendees to embrace continuous learning, cultivate new perspectives, and unlock their untapped potential. By fostering a culture of growth, we empower ourselves and our communities to reach new heights.  
**SIGN UP!**  
REGISTER INTEREST  
www.ccas.org.sg



**SYMPOSIUM GAZETTE**  
CCAS 4-PARTER SERIES  
**RESILIENCE**  
Resilience is the measure of an Organisation's or Individual's ability to bounce back stronger and more determined than before. One's ability to withstand challenges head-on, overcome setbacks, and persevere amidst adversity like the COVID-19 Pandemic. Through insightful discussions, engaging and inspiring speakers, the **CCAS 19th Contact Centre Symposium** will explore the strategies and mindset needed to cultivate resilience. By harnessing our own inner strength and resilience, Organisations and Individuals can overcome obstacles, adapt to change, and achieve extraordinary outcomes.  
REGISTER INTEREST  
www.ccas.org.sg

# Past Events

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

On the 13 April 2023, we have our Roundtable with NICE event: Modernizing your Contact Centre into a Profit Centre. NICE was our CCAS 18th Contact Centre Symposium Gold Sponsor last year. With expert and knowledge sharing from both Mr. Edmund Lim and Mr. Martin Han. Our members was even treated to a tour of the NICE office along Robinson Road. Here we would like to post a shout out to NICE for hosting us!



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

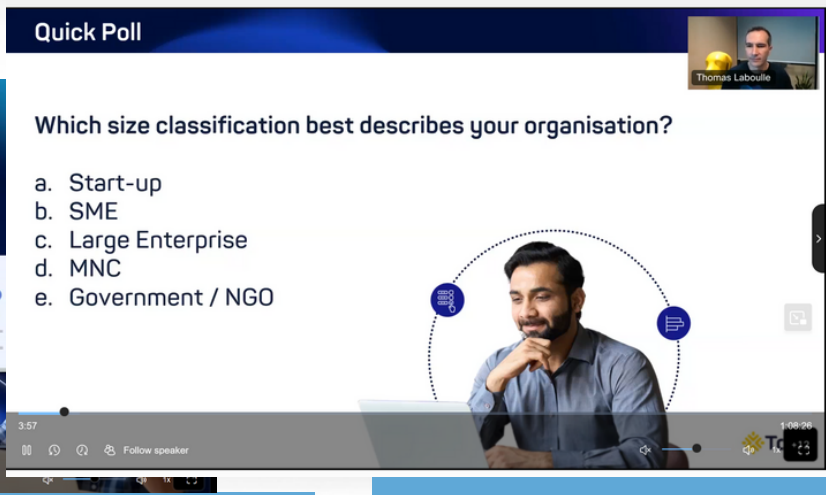
On the 4 May 2023, together with our CCAS 18th Contact Centre Silver Sponsor, Toku, we were happy to deliver the webinar: How Data-Enriched Communication Channels can Deliver Empathy & Efficiency at Scale.

Presented by Toku's CEO & Founder, Mr. Thomas Laboulle, he delivered an interactive webinar with our members where he not only shared his expertise and knowledge but also engage with our members with polls, questions and etc.

Thank you Toku for support!



THOMAS LABOULLE  
CEO & FOUNDER  
TOKU



# Upcoming Events

**Pindrop Roundtable by Tim Prugar**  
**Topic:** How Your Contact Centre & IVR are Being Weaponized for Fraud  
**Speaker:** Mr. Tim Prugar  
 Technical Advisor Pindrop  
**Date:** 6 July 2023  
**Time:** 3:00PM to 5:00PM  
**Venue:** Kloud Space  
 1 Harbourfront Avenue  
 Level 13 Keppel Bay Tower  
 Singapore 098632

**Participation Fees:**  
**Free for CCAS Members!**  
 (subject to approval by Pindrop)

**Registration Link:** <https://rb.gy/3qo45>



**Pindrop Roundtable**  
*How Your Contact Centre & IVR are Being Weaponized for Fraud*

While most contact centre operators are aware of the scams that are targeting Singapore citizens, many are not aware of what fraudsters and scammers do with the personal information once they obtain it.

In this roundtable conversation, we will discuss the emerging contact centre threats of Deepfakes, IVR reconnaissance, and Dark Web marketplaces and how fraudsters and scammers use these techniques to bypass authentication mechanisms in contact centres after they successfully target citizens with scams.

To close, we will discuss a technological framework for protecting your organization and your customers from these bad actors.

**\*Limited Slots Only!**

[REGISTER NOW](#)

+65 6266 8228  
[www.ccas.org.sg](http://www.ccas.org.sg)

**TIM PRUGAR**  
 TECHNICAL ADVISOR  
 PINDROP

**DATE:**  
 6 JULY 2023

**TIME:**  
 1500HRS - 1700HRS

**LOCATION:**  
 KLOUD SPACE  
 1 HARBOURFRONT AVE  
 LEVEL 13  
 KEPPEL BAY TOWER  
 SINGAPORE 098632

**CCAS**

**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.*

[f](#) [in](#)

# Broadcasting

*Inforcomm Media Development Authority (IMDA)*



Set your organisation apart with the **DATA PROTECTION TRUSTMARK**

**Apply Now!**

**Grant Available.**

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In support of:  **SG:DIGITAL**

The advertisement features a central graphic of a person sitting on a laptop displaying a shield with a checkmark and the text 'DATA PROTECTION ASSURED'. Surrounding this 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!

Grants available – apply now at [www.imda.gov.sg/dptm](http://www.imda.gov.sg/dptm)!