



CCAS Talktime

www.ccas.org.sg

October 2023

Editor Foreword

Dear Members,

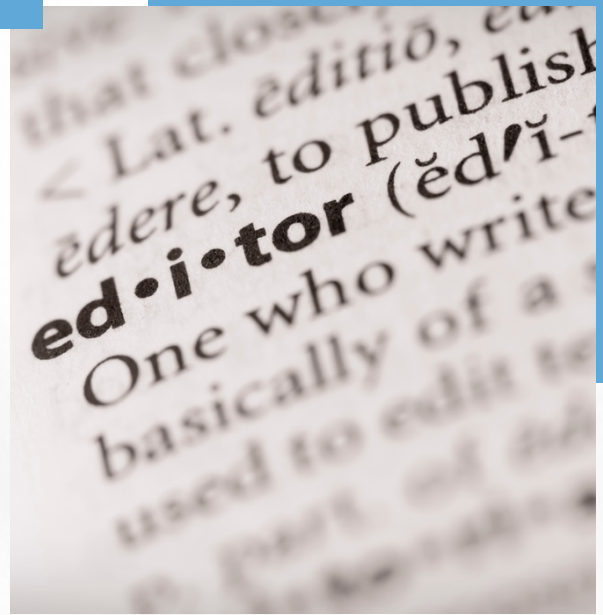
Time is flying by, and we sense the festive spirit of Christmas and the familiar jingles as you venture out. We're thrilled to announce the successful conclusion of our two major events of the year—the CCAS 19th Contact Centre Symposium 2023 and the 23rd Contact Centre International Awards 2023!

None of this would have been possible without the incredible support from each one of you. On behalf of CCAS, we extend our heartfelt thanks and gratitude.

As we approach the year-end, we encourage you to kick back and relish the upcoming festivities and school holidays, perhaps involving some overseas travel.

While we, too, at CCAS are gearing down for some well-deserved downtime, rest assured, we're already gearing up for what lies ahead in the coming year. In this edition of Talktime, you'll catch glimpses and teasers of what's in store for 2024, and we hope you'll join us for the journey.

Before the Editor-in-Chief signs off, we want to wish you all joyful holidays and an early Merry Christmas!



CCAS 19th Contact Centre Symposium 2023



We are thrilled to share glimpses from the 19th Contact Centre Symposium 2023, held on the 17th and 18th of October. The success of this event would not have been possible without the active participation of our esteemed delegates, and we extend our sincere gratitude to each one of you.

A heartfelt appreciation goes out to our sponsors, whose generous support played a pivotal role in bringing this symposium to fruition.

Special recognition goes to our
 CCAS Advocate Gold Sponsors: Accenture, Toku, and Twilio;
 CCAS Advocate Silver Sponsor: NTT Ltd;
 CCAS Advocate Bronze Sponsor: Avaya; and
 CCAS Knowledge Partner: COPC Inc.

Your sponsorship has contributed significantly to the success of the event, and we are truly grateful for your commitment to CCAS.

CCAS 19th Contact Centre Symposium 2023

We would also like to acknowledge and express our gratitude to the distinguished speakers who dedicated their valuable time to share their knowledge, experiences, and best practices with our delegates.

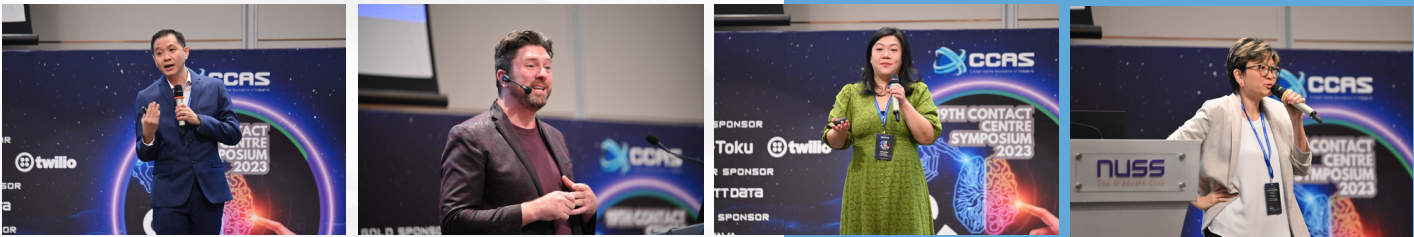
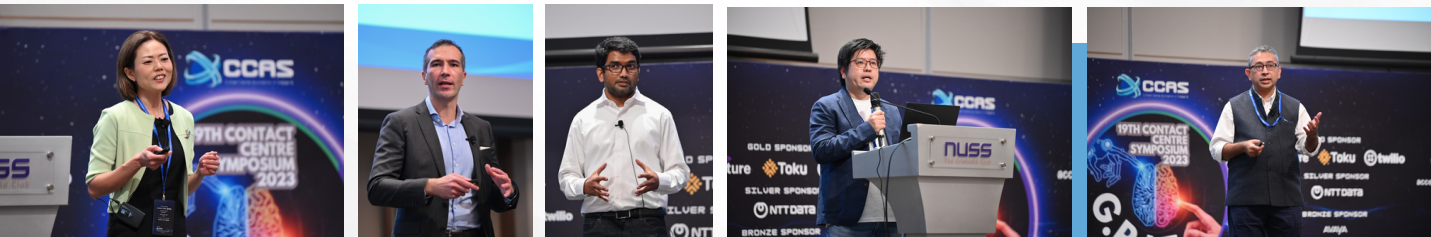
On behalf of CCAS and its members, we extend our sincere thanks for your invaluable contributions. We trust that the symposium was as enjoyable and enriching for you as it was for us.

A special mention to
 Annie Tan (Annable Training & Consultancy),
 Angela Yeo (Trust Bank),
 Ng Bee Ling (NUHS),
 Thomas Laboulle (Toku),
 Isuru Rajakaruna (Toku),
 Wilfred Wee (Accenture),
 Dr. Shreekant Vijakar (COPC Inc.),
 Kelly Ho (Income),
 Chris Connolly (Twilio),
 Queenie Lee (Republic Polytechnic),
 Lim Sze Ling (Public Service Division),
 Wong Yan Jun (Central Provident Fund Board),
 Pranay Anand (NTT),
 Supriya Addanki (Microsoft), and
 Yogaiswaran Kandiah.

As we strive for continuous improvement, we invite all delegates to share their feedback and comments on the event. Your insights are instrumental in shaping future symposiums, and we greatly appreciate your input.

Feedback Form:
<https://shorturl.at/hyCHT>

Once again, thank you for making the 19th Contact Centre Symposium a resounding success. For a comprehensive collection of event photographs, please visit our social media channels and website.



CCAS 23rd Contact Centre Awards Gala Dinner 2023

We are thrilled to share the exciting moments from the CCAS 23rd Contact Centre Awards Gala Dinner, held on the 20th of October at the prestigious Marina Bay Sands Ballroom. The event saw an impressive turnout, thanks to the enthusiastic participation of our esteemed award nominees. This annual celebration brought together participants from various organizations, all elegantly dressed for the grand black-tie affair.

Adding an extra touch of glamour, CCAS treated participants to the "STAR WALK OF FAME" experience. The highlight was a specially customized double-sided photowall adorned with a prominent golden star in the center, complemented by golden streamers and a red carpet. We hope everyone enjoyed the star-studded moments as much as the CCAS Excos did while posing for photos and videos with the dazzling Star Walk of Fame.

We express our sincere gratitude to the dedicated judges who generously devoted their valuable time to the judging process. On certain days, the judging sessions extended until nearly 9 pm.

A special thank you to -

Awards Chair : Shirin Anne Wan (Snyk)

Awards Judges:

- Annie Tan (Annable Training & Consultancy)
- Andrew Leo (CCAS)
- Bernard Yeo (Salesforce)
- Dr. Goh Chi Keong (EliXR Pte Ltd)
- Joe Mitchell (Getz Healthcare)
- Joyce Poon (NICE Ltd)
- Dr. Shreekant Vijaykar (COPC Inc.)
- Steven Khor (Tech Mahindra)
- Tan Jin Haw (Republic Polytechnic)
- Yogaiswaran Kandiah (Consultant)

We extend our heartfelt appreciation to each judge for their dedication and contributions, without which the success of the judging process would not have been possible. Thank you for your tireless efforts and commitment.



The evening was a resounding success, marked by the lively atmosphere filled with confetti showers throughout the night. At times, the event team had to promptly clear the stage to ensure the safety of all attendees.

As in previous years, the event was expertly emceed by The Flying Dutchman, our trusted emcee for several consecutive years.

A special shout-out goes to our :

Technology Sponsor : Innovax Systems Pte Ltd

CX Mystery Shopper Partner : IPSOS

Their invaluable support played a crucial role in achieving the success of the CCAS 23rd Contact Centre Awards.

Lastly, we extend heartfelt congratulations to all the winners for their outstanding achievements. To those who did not clinch an award, remember that reaching this stage is an accomplishment in itself.

The competition has consistently set a high standard, and your presence among the finalists signifies your commendable success.

For more pictures please go to our socials and our website! :)

Stay tuned for the upcoming CCAS 24th Contact Centre Awards in 2024!

CCAS 23rd Contact Centre Awards Gala Dinner 2023



Broadcasting



COPC Training Programs - A CCAS Knowledge Partner

COPC Inc., our CCAS Knowledge Partner, brings a wealth of expertise and industry insight to the collaborative landscape. Renowned for their commitment to elevating customer experience standards, COPC Inc. plays a pivotal role as a key contributor to the CCAS. Their comprehensive knowledge and innovative solutions contribute significantly to the development and enhancement of best practices within the contact center industry, further reinforcing their position as a valuable partner in fostering excellence and efficiency.

As below are some of their upcoming courses. Visit <https://www.copc.com/classes/> for more details.

Start date	End Date	No of Sessions	Hours per session	Course Title	Location
23 November, 2023	24 November, 2023	2	4.5	COPC® Best Practices for Quality Management (BPQM)	Live Virtual
4 December, 2023	15 December, 2023	10	4.5	COPC® Best Practices for Customer Experience Operations (BPCXO)	Live Virtual
15 January, 2024	19 January, 2024	5	4.5	COPC® Mastering Workforce Management (WFM)	Live Virtual
29 January, 2024	31 January, 2024	3	4.5	COPC® Service Journey Thinking(SJT)	Live Virtual
22 February, 2024	23 February, 2024	2	4.5	COPC® Best Practices for Quality Management (BPQM)	Live Virtual
11 March, 2024	22 March, 2024	10	4.5	COPC® Best Practices for Customer Experience Operations (BPCXO)	Live Virtual

Courses available:

- Best Practices for Quality Management (BPQM)
- Best Practices for Customer Experience Operations (BPCXO)
- Mastering Workforce Management (WFM)
- Service Journey Thinking (SJT)
- Best Practices for Quality Management (BPQM)
- Best Practices for Customer Experience Operations (BPCXO)
- and many more!

Please remember to quote **CCAS** upon your registration to get a special CCAS Members-Only discount! :)

Broadcasting



Better Jobs For Life
Employment and Employability Institute

NTUC's e2i (Employment and Employability Institute) Online Webinars New Hire Onboarding Transition Programme for e2i's partners

At e2i, we understand that onboarding process plays a vital role in ensuring a successful integration of new staff, setting the foundation for their long-term success right from day one. With the aim to help streamline your onboarding processes, we have curated this series of complimentary workshops designed with flexibility in mind, allowing your newly hired employees to choose from a range of workshops at their convenience.

Eligibility for the New Hire Onboarding Transition Programme:

- *Singapore Citizens and/or Singapore PRs only*
- *New employees who will soon join the company*

For more information about the Onboarding Transition Programme, please email modernservices@e2i.com.sg

Inforcomm Media Development Authority (IMDA)



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