

**CCAS**
Contact Centre Association of Singapore

A 25TH CONTACT CENTRE WARDS

Dear CCAS Members,

I hope this message finds you well as we gear up for the CCAS Contact Centre Awards 2025.

First, let's take a moment to reflect on 2024. Last year, we received an impressive number of almost 200 participating entries. Our Awards Gala Dinner was a resounding success, with over 550 attendees—a record for us! 2024 was truly a banner year, and it's all thanks to your incredible support.

We are working diligently to ensure that we can continue with physical awards judging this year. Based on last year's experience, we believe that in-person judging enhances the overall quality and execution of the Awards.

This year, we will be bringing back the Winner's Series, where last year's winners will share their experiences, thoughts, and journey to becoming CCAS Awards Winners! Do watch out for it with details to come!

The CCAS Awards Team has developed a tentative timeline for the awards, which may be subject to adjustments. This timeline will keep you informed of all crucial periods. We also highly recommend following us on LinkedIn to stay updated.

Please remember to join us for our Call for Entry Briefing will be on 28 February 2025 @ 1400Hrs via WebEx!

As we embark on this exciting journey, we wish all our 2025 Awards participants the very best!

Shirin Anne Wan
CCAS International Contact Centre
Awards Chairlady 2025



CCAS 25TH CONTACT CENTRE AWARDS TIMELINE*

Join the Call For Entry Briefing (Webex)



Call For Entry Briefing (Webex)
 28 Feb
 2:00PM

Nomination Opens
 1 Mar

Nomination Close
 28 Mar

Release of Templates
 7 Apr

Templates Submission Briefing
 17 Apr

Winner's Series
 Mid May

Submission Deadline
 23 May

Release of Judging Schedule
 9 Jun

Judging Period
 16 Jun to
 18 Jul

Awards Gala Dinner
 31 Oct

Post Awards Review Judge Briefing
 7 Nov

Post Awards Mystery Shopper Awards Briefing
 7 Nov

*Please note that CCAS reserves the rights to amend the Awards Timeline.