Winners of the 16th CCAS International Contact Centre Awards 2016

CORPORATE CATEGORIES

Best In-House Contact Centre (Under 20 Seats)

GOLD	SILVER	BRONZE
	Singapore Exchange Limited	

Best In-House Contact Centre (Between 20-100 Seats)

GOLD	SILVER	BRONZE
Australia and New Zealand Banking Group Limited – Singapore *Singapore Contact Centre*	Citibank Singapore Limited *CitiPhone*	Housing & Development Board *Customer Services Centre*
		Singapore Telecommunications Limited *Singtel Mobile Premium*

Best In-House Contact Centre (Above 100 Seats)

GOLD	SILVER	BRONZE
	United Overseas Bank Limited	Citigroup Transaction Services (M) Sdn Bhd *CitiPhone Banking*

Best Outsourced Contact Centre (Under 100 Seats)

GOLD	SILVER	BRONZE
		AXA Assistance Singapore

Best Outsourced Contact Centre (Above 100 Seats)

GOLD	SILVER	BRONZE
Teledirect Pte Ltd	DHL Supply Chain Singapore Pte Ltd *Logistics Customer Service Centre (LCSC)*	
	UOB Centre of Excellence (M) Sdn Bhd *UCoE Contact Centre*	

Best In-House Programme/Section Contact Centre

GOLD	SILVER	BRONZE
DHL Express (Singapore) Pte Ltd *Key Account Support Desk*	SP Services Ltd *Integrated Call Centre*	Marina Bay Sands Pte Ltd *Marina Bay Sands Call Centre Operations*

Best Outsourced Programme/Section Contact Centre

GOLD	SILVER	BRONZE
Convergys (M) Sdn Bhd *Canon South East Asia*	Convergys (M) Sdn Bhd *Microsoft SEA Consumer Businesses*	
Teledirect Pte Ltd *Nespresso*		

SPECIAL CATEGORIES

Most Innovative Productivity Solution in a Contact Centre

GOLD	SILVER	BRONZE
Singapore Telecommunications Limited *Singtel Contact Centre - Predictive Routing*		NCS Pte Ltd *Ministry of Manpower Contact Centre*
Singapore Telecommunications Limited *Singtel Contact Centre - Visual IVR*		

Best Customer Experience Delivered

GOLD	SILVER	BRONZE
Australia and New Zealand Banking Group Limited – Singapore *Singapore Contact Centre*	Singapore Telecommunications Limited *Singtel Contact Centre*	DKSH Vietnam Co., Ltd *DKSH Vietnam Contact Centre*
		NCS Pte Ltd *Ministry of Manpower Contact Centre*

Best Contact Centre Employee Recruitment &/or Retention Programme

GOLD	SILVER	BRONZE
Convergys (M) Sdn Bhd *Microsoft*	SP Services Ltd *Integrated Call Centre*	

Customer Experience Mystery Calling Award

GOLD	SILVER	BRONZE
Marina Bay Sands Singapore *Casino Patrons*	DHL Express (Singapore) Pte Ltd *Key Account Support Desk - Service Enquiry*	
Marina Bay Sands Singapore *Frequent Individual Travellers*	SP Services *Integrated Call Centre / General Hotline*	
Teledirect Pte Ltd *Nespresso*	United Overseas Bank Limited *Privilege Reserve Concierge*	

INDIVIDUAL CATEGORIES

Best Contact Centre Support Manager of the Year

GOLD	SILVER	BRONZE
Daniel Chua Boon Lee NCS Pte Ltd *Ministry of Manpower Contact Centre*	**Debra Pereira** Singapore Telecommunications Limited *Singtel Contact Centre*	**Yeow Wei Keat** DHL Supply Chain Singapore Pte Ltd *Logistics Customer Service Centre (LCSC)*

Best Contact Centre Manager of the Year (Under 20 Seats)

GOLD	SILVER	BRONZE
Cheryl Ng Australia and New Zealand Banking Group Limited – Singapore *Singapore Contact Centre*	**Rajeswari Ramasamy** National Environment Agency *National Environment Agency Contact Centre*	**Mavis Ong** Cold Storage Singapore (1983) Pte Ltd *Dairy Farm Singapore Customer Service Centre*

Best Contact Centre Manager of the Year (Between 20-100 Seats)

GOLD	SILVER	BRONZE
Sherlyn Lim DHL Express (Singapore) Pte Ltd *Customer Contact Centre*	**Tan May Lin** Maybank *Maybank Contact Centre*	**Saurabh Bhandari** Citibank Singapore Limited *CitiPhone*

Best Contact Centre Manager of the Year (Above 100 Seats)

GOLD	SILVER	BRONZE
	Kenny Se Toe Chee Jiunn UOB Centre of Excellence (M) Sdn Bhd *UOB Centre of Excellence*	**Aaron Chua Tat Hong** United Overseas Bank Limited

Best Contact Centre Team Leader of the Year (Under 20 Seats)

GOLD	SILVER	BRONZE
	Justin Foo Chek Thiam Singapore Exchange Limited	

Best Contact Centre Team Leader of the Year (Between 20-100 Seats)

GOLD	SILVER	BRONZE
Madeline Lee Hui Ting Citibank Singapore Limited *CitiPhone*	**Christopher Lee** DirectAsia Insurance Singapore Pte Ltd	**Teresa Ang** Barclays *SkyBranch*
	Monica D/O Sooraiah Singapore Telecommunications Limited *Mobile Premium*	

Best Contact Centre Team Leader of the Year (Above 100 Seats)

GOLD	SILVER	BRONZE
Trixie Ann Moissinac M1 Limited *M1 Contact Centre*	**Melanie Teo Yao Xin** Marina Bay Sands Pte Ltd *Marina Bay Sands Call Centre Operations*	**Shailesh Jaipal Shetty** Teledirect Pte Ltd
		Loh Chang Aik UOB Centre of Excellence (M) Sdn Bhd *UOB Centre of Excellence*

Best Customer Service Professional of the Year (Between 20-100 Seats)

GOLD	SILVER	BRONZE
Kim Khaw DHL Express (Singapore) Pte Ltd *Customer Contact Centre*	**Nur Dayana Binte Mohmad** Australia and New Zealand Banking Group Limited – Singapore *Singapore Contact Centre*	**Weally Chen** DHL Express (Singapore) Pte Ltd *Key Account Support Desk*
		Kym Ng Sook Kim Maybank *Maybank Contact Centre*

Best Customer Service Professional of the Year (Above 100 Seats)

GOLD	SILVER	BRONZE
Muhammad Azri Bin Azman M1 Limited *M1 Contact Centre*	**Wong Guohao, Wilson** DHL Supply Chain Singapore Pte Ltd *Logistics Customer Service Centre (LCSC)*	**Solomon Te Maria Isadora** United Overseas Bank Limited
	Rebecca Lim Mei Tien United Overseas Bank Limited	

Best Contact Centre Trainer of the Year

GOLD	SILVER	BRONZE
Subbaraman Harish Singapore Telecommunications Limited *Singtel Contact Centre*	**Hasnah Agiel** Singapore Telecommunications Limited *Singtel Contact Centre*	**Alarcon Hudson Gayol** United Overseas Bank Limited

Best Contact Centre Quality Assurance Specialistof the Year

GOLD	SILVER	BRONZE
	Julius Bregente Cardillo Teledirect Pte Ltd	**Nithya D/O Soundarajoo** Singapore Telecommunications Limited *Singtel Contact Centre (Client Business - WDA)*

Best IT Infrastructure Support Specialist of the Year

GOLD	SILVER	BRONZE
	Amit Thakur Citibank Singapore Limited *CitiPhone*	**Francis Jutajero Ayson** United Overseas Bank Limited