WINNERS OF THE 17th CCAS INTERNATIONAL CONTACT CENTRE AWARDS 2017

The **Contact Centre Association of Singapore** (CCAS), founded in 1998, is a not for profit, educational organization that focuses on technologies, operational approaches for, and business issues of local and global contact centres. The CCAS offers seminars, round-tables, panel discussions, leading-edge showcases, social events, networking opportunities, and its annual Contact Centre Awards and Regional Contact Centre Industry Symposium.

To find out more about **CCAS,** visit **http://www.ccas.org.sg**, call **+65 6-CONTACT (+65 6266 8228)** or send an email to secretariat@ccas.org.sg.

CORPORATE CATEGORIES

Category	Sub-Category	Award	Company
Best In-House Contact Centre	Under 20 Seats	GOLD	Intuit Singapore Pte Ltd *QuickBooks Online Customer Care Team*
		SILVER	SMRT Corporation Ltd *SMRT Customer Relations*
		BRONZE	National University of Singapore *NUS Contact Centre (NUSCC)*
	Between 20-100 Seats	GOLD	Singapore Telecommunications Limited *Home Premium Hotlines*
		SILVER	Housing & Development Board *Customer Services Centre*
		BRONZE	DKSH (Thailand) Limited *DKSH Customer Care Centre*
	Above100 Seats	GOLD	Central Provident Fund Board *Customer Contact Centre*
		SILVER	American Express (M) Sdn Bhd *American Express Malaysia (AEM)*
Best Outsourced Contact Centre	Under 100 Seats	GOLD	AXA Assistance Singapore
	Above 100 Seats	GOLD	Teledirect Pte Ltd
		SILVER	UOB Centre of Excellence (M) Sdn Bhd
Best In-House Programme/Section Contact Centre		SILVER	Intuit Singapore Pte Ltd *QuickBooks Online Customer Care Team*
		BRONZE	SP Group *Digital Contact Centre*
Best Outsourced Programme/Section Contact Centre		GOLD	Teledirect Pte Ltd *Infocomm Media Development Authority*
		SILVER	DHL Supply Chain Singapore Pte Ltd *LCSC (Logistic Customer Service Centre) - Cisco LSC*
		BRONZE	Convergys Malaysia Sdn Bhd *Microsoft*

SPECIAL CATEGORIES

Category		Award	Company
Most Innovative Productivity Solution in a Contact Centre		SILVER	Singapore Telecommunications Limited
		BRONZE	Teledirect Pte Ltd
Best Customer Experience Delivered		GOLD	Intuit Singapore Pte Ltd *QuickBooks Online Customer Care Team*
		BRONZE	Singapore Telecommunications Limited *Singtel Contact Centre - Designing Customer Experience Through Data Analytics*
			SMRT Corporation Ltd *SMRT Customer Relations*
Best Contact Centre Employee Recruitment &/or Retention Programme		GOLD	SP Group *Digital Contact Centre*
		SILVER	Marriott International *Marriott Customer Engagement Centre Singapore*
Customer Experience (CX) Mystery Shopper Awards	VOICE	GOLD	SP Group
		SILVER	Delta Air Line, Inc
			DHL Express (Singapore) Pte Ltd
			Marina Bay Sands Pte Ltd *Express Services*
			Marina Bay Sands Pte Ltd *Paiza Services*
		BRONZE	Marina Bay Sands Pte Ltd *Frequent Individual Travellers*
			United Overseas Bank Limited
	EMAIL	GOLD	SMRT Corporation Ltd
			Teledirect Pte Ltd *Infocomm Media Development Authority*
		SILVER	Marina Bay Sands Pte Ltd *Express Services*
			Marina Bay Sands Pte Ltd *Frequent Individual Travellers*
			Marina Bay Sands Pte Ltd *Paiza Services*
	CHAT	SILVER	Intuit Singapore Pte Ltd

INDIVIDUAL CATEGORIES

Category		Award	Company	Name
Best Contact Centre Support Manager of the Year		GOLD	Teledirect Pte Ltd	Anna Ng Wang Ling
		SILVER	DHL Express (Singapore) Pte Ltd	Janice Koh
			United Overseas Bank Limited	Aaron Chua Tat Hong
Best Contact Centre Manager of the Year	Under 20 Seats	SILVER	National University of Singapore	Janet Ang
			Teledirect Pte Ltd	Kristian Paul Librando Navarro
	Between 20-100 Seats	SILVER	Teledirect Pte Ltd	Trista Yeap Wei Qi
		BRONZE	Singapore Telecommunications Limited	Frederick Choy
	Above 100 Seats	BRONZE	United Overseas Bank Limited	Allison Koh Choon Hong
Best Contact Centre Team Leader of the Year	Under 20 Seats	SILVER	SMRT Corporation Ltd	Andrew Kasavan
		BRONZE	National University of Singapore	Low Yik Chyan
	Between 20-100 Seats	GOLD	Singapore Telecommunications Limited	Christine Bajaro Acap
		SILVER	DHL Express (Singapore) Pte Ltd	Mark Alexander Kiew
		BRONZE	DHL Express (Singapore) Pte Ltd	Lim Lay Hong
	Above 100 Seats	GOLD	Teledirect Pte Ltd	Jade Teo Shair Yi
			United Overseas Bank Limited	Ladrera Roel Creer
		BRONZE	M1 Limited	Jon Lee Jun Chi
			Teledirect Pte Ltd	Koh Wei Hong
Best Customer Service Professional of the Year	Under 20 Seats	GOLD	National University of Singapore	Lu Siu Ching
		SILVER	SMRT Corporation Ltd	Goh Mei Lin Sandy
		BRONZE	CIMB Bank Singapore	Koh Sheena
			SMRT Corporation Ltd	Reyna Carolyn Erica Quintos
	Between 20-100 Seats	GOLD	DHL Express (Singapore) Pte Ltd	Susan Tay
		SILVER	Tan Tock Seng Hospital Pte Ltd	Kuah Xiufen, Ellen
		BRONZE	Tan Tock Seng Hospital Pte Ltd	Keng Zi Hui
	Above 100 Seats	GOLD	M1 Limited	Ivan Lee Chung Ern
		SILVER	NCS Pte Ltd *Ministry of Manpower Contact Centre*	Ng Guang Hao Dennis
		BRONZE	Central Provident Fund Board	Phetcharat Leong
			M1 Limited	Stephanie Lim Jin Mun
Best Contact Centre Trainer of the Year		GOLD	Marina Bay Sands Pte Ltd	Leon Low Keng Woo
			Marina Bay Sands Pte Ltd	Michelle Quek Mae Li
		SILVER	Teledirect Pte Ltd *Accounting and Corporate Regulatory Authority*	Valerie Chua Pei Ling
		BRONZE	Teledirect Pte Ltd *NS Call Centre*	Kan Chee Wee
Best Contact Centre Quality Assurance Specialist of the Year		GOLD	SP Group	Peck Yi Ming
		SILVER	Singapore Telecommunications Limited	Rosario Matibag Caina
		BRONZE	Convergys Malaysia Sdn Bhd	Ann Lang Jia Ying
Best IT Infrastructure Support Specialist of the Year		GOLD	Singapore Telecommunications Limited	Lawrence Joel Ling Teck Seng
		SILVER	DHL Express (Singapore) Pte Ltd	Vinod Hemant Lakhani
			Tele-centre Services Pte Ltd	Philip Chua Keok Chuan
Best Human Resource Support Specialist of the Year		SILVER	United Overseas Bank Limited	Anastasia Yeo Soo Mei
		BRONZE	Citibank Singapore Limited	Josephine Tan

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