Winners For The 18th CCAS International Contact Centre Awards 2018

Celebrating our 20th Anniversary this year, **Contact Centre Association of Singapore** (CCAS) is proud to announce our winners for the 18th CCAS International Contact Centre Awards 2018. CCAS is a not for profit, educational organization that focuses on technologies, operational approaches for, and business issues of local and global contact centres. CCAS offers seminars, round-tables, panel discussions, leading-edge showcases, social events, networking opportunities and its annual Contact Centre Awards and Regional Contact Centre Symposium.

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

CORPORATE CATEGORIES

Category	Sub-Category	Award	Company
Best In-House Contact Centre of the Year	Under 20 Seats	GOLD	Intuit Singapore Pte Ltd
		BRONZE	Singapore Exchange Limited
	Between 20-100 Seats	GOLD	DBS Bank Ltd *DBS BusinessCare*
		BRONZE	Joint Stock Commercial Bank for Investment and Development of Vietnam
			Tan Tock Seng Hospital Pte Ltd
	Above100 Seats	GOLD	DBS Bank Ltd *SG Customer Centre*
		SILVER	American Express (Malaysia) Sdn Bhd
Best Outsourced Contact Centre of the Year	Above100 Seats	SILVER	Teledirect Pte Ltd
Best In-House Programme/Section Contact Centre of the Year		SILVER	DBS Bank Ltd Digital Evangelists
			Intuit Singapore Pte Ltd Customer Experience (CX) Team
		BRONZE	DKSH Vietnam Co., Ltd *Digital Contact Center*
			Singapore Telecommunications Limited *Relocation Hotline*
Best Outsourced Programme/Section Contact Centre of the Year		GOLD	Teledirect Pte Ltd *Netflix*
		BRONZE	Convergys (M) Sdn Bhd *Abbott Diabetes Care*
Best Social Media Contact Centre of the Year		SILVER	DBS Bank Ltd *SG Customer Centre*

SPECIAL CATEGORIES

Category	Sub-Category	Award	Company
Most Innovative Productivity Solution in a Contact Centre of the Year		GOLD	Singapore Telecommunications Limited
		SILVER	Teledirect Pte Ltd
		BRONZE	Central Provident Fund Board
			DBS Bank Ltd *SG Customer Centre*
Best Customer Experience Delivered of the Year		BRONZE	DBS Bank Ltd *SG Customer Centre*
			Intuit Singapore Pte Ltd
Best Contact Centre Employee Recruitment &/or Retention Programme of the Year		SILVER	American Express (Malaysia) Sdn Bhd
			Marina Bay Sands Pte Ltd
		BRONZE	DKSH Vietnam Co., Ltd
Customer Experience (CX) Mystery Shopper Awards	VOICE	GOLD	Marina Bay Sands Pte Ltd *Express Service*
			Marina Bay Sands Pte Ltd *Hotel Reservations*
			The Ascott Limited *Global Reservations*
		SILVER	DHL Express (Singapore) Pte Ltd *Customer Contact Centre*
			Marina Bay Sands Pte Ltd *Paiza Services*
			SMRT Corporation Ltd *SMRT Customer Relations*
			United Overseas Bank Limited *United Overseas Bank – Contact Centre*
	EMAIL	GOLD	Marina Bay Sands Pte Ltd *Express Service*
			Teledirect Pte Ltd *Accounting and Corporate Regulatory Authority (ACRA)*
		SILVER	Marina Bay Sands Pte Ltd *Paiza Services*
		BRONZE	Marina Bay Sands Pte Ltd *Hotel Reservations*
			SMRT Corporation Ltd *SMRT Customer Relations*
	WEB-CHAT	GOLD	Intuit Singapore Pte Ltd *QuickBooks Online Customer Success Team*
		BRONZE	The Ascott Limited *Global Reservations*

INDIVIDUAL CATEGORIES

Category	Sub-Category	Award	Company	Name
Best Contact Centre Support Manager of the Year		SILVER	DBS Bank Ltd *SG Customer Centre*	Cai Shaoyao
		BRONZE	DBS Bank Ltd *SG Customer Centre*	Vincent M. Antonio
			Singapore Telecommunications Limited	Zhou Wei Wei
Best Contact Centre Manager of the Year	Under 20 Seats	SILVER	Singapore Telecommunications Limited	Jason Tan Seow Meng
			Tele-centre Services Pte Ltd	Derrick Ng
		BRONZE	DBS Bank Ltd *DBS BusinessCare*	Zafar Iqbal
	Between 20-100 Seats	GOLD	American Express (Malaysia) Sdn Bhd	Wency Chua
		SILVER	DBS Bank Ltd *DBS BusinessCare*	Tau Hida Hassan Basuki
			Teledirect Pte Ltd	Sherman Chia Chin Yuen
		BRONZE	DHL Express (Singapore) Pte Ltd	Alfie Halit
	Above 100 Seats	GOLD	Central Provident Fund Board	Janice Lai Lee Ling
Best Contact Centre Team Leader of the Year	Under 20 Seats	SILVER	IC Frith (Asia Pacific) Pte Ltd	Joash Phng
	Between 20-100 Seats	GOLD	DBS Bank Ltd *DBS BusinessCare*	Toh Peck Choo Phoebe
		SILVER	DHL Express (Singapore) Pte Ltd	Serena Cheah Jia Yuh
	Above 100 Seats	GOLD	United Overseas Bank Limited	Indira-Margarette H. Fermin
		SILVER	United Overseas Bank Limited	Veronica Vivian Leong Villavicencio
		BRONZE	American Express (Malaysia) Sdn Bhd	Letchmi Priya Gingaduran
			Teledirect Pte Ltd	Goi Qian Hui Grace
			Teledirect Pte Ltd	Kim Tae Jung
Best Customer Service Professional of the Year	Under 20 Seats	BRONZE	CIMB Bank Berhad *At-Your-Service*	Widiyanto
	Between 20-100 Seats	GOLD	DBS Bank Ltd *DBS BusinessCare*	Ho Hiun Ee Stephanie
		BRONZE	DBS Bank Ltd *DBS BusinessCare*	Priscilla Chua En Hui
			Tan Tock Seng Hospital Pte Ltd	Rohaidah Binte Rahmat
	Above 100 Seats	GOLD	DBS Bank Ltd *SG Customer Centre*	Fanny Pang Xiao Fen
			M1 Limited	Ahmad Shukri Bin Amin Hussaini
		SILVER	American Express (Malaysia) Sdn Bhd	Jordan Kamsul
			DBS Bank Ltd *SG Customer Centre*	Lotis Bermudez Villanueva
		BRONZE	Teledirect Pte Ltd	Ho Xiang Ming Gareth
Best Contact Centre Trainer of the Year		SILVER	DBS Bank Ltd *SG Customer Centre*	Radhiah Binte Mohamed Salim
			M1 Limited	Rohani Binte Mohamed Ibrahim
		BRONZE	DBS Bank Ltd *SG Customer Centre*	Ong Peng Khoon
Best Contact Centre Quality Assurance Specialist of the Year		SILVER	DBS Bank Ltd *SG Customer Centre*	Chua Ai Ling Irene
		BRONZE	United Overseas Bank Limited	Florence Heng Kia Hwee
Best IT Infrastructure Support Specialist of the Year		GOLD	DBS Bank Ltd *SG Customer Centre*	Lincoln Lim
		SILVER	DBS Bank Ltd *SG Customer Centre*	Terry Tan
Best Human Resource Support Specialist of the Year		BRONZE	Teledirect Pte Ltd	Crystal Ng Hui Wen

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Platinum Technology Sponsor

Silver Technology Sponsor

CX Mystery Shopper Sponsor