Congratulations to the Winners of the 19th CCAS International Contact Centre Awards 2019!

Contact Centre Association of Singapore (CCAS) is proud to announce this year's winners. For the past 20 years, CCAS has been adding value to Contact Centres in Singapore and across the region by spreading the knowledge on technologies, operational excellence and business solutions. CCAS organises industry seminars, leading-edge showcases, networking opportunities, and its annual CCAS International Contact Centre Awards and annual Regional Contact Centre Symposium.

CORPORATE CATEGORIES

Category	Sub-Category	Award	Corporate Winners
Best Contact Centre Sales or Revenue Based Programme		SILVER	DHL Express (Singapore) Pte Ltd *Customer Contact Centre*
			DHL Express (Singapore) Pte Ltd *Concierge Desk*
Best Social Media Contact Centre of the Year		BRONZE	United Overseas Bank Limited
Best Outsourced Programme or Section Contact Centre of the Year		SILVER	Teledirect Pte Ltd *Info-communications Media Development Authority Digital TV*
			M1 Limited *Digital T.V.*
		BRONZE	Concentrix CVG Malaysia Sdn Bhd *DELL SEA*
Best Outsourced Contact Centre of the Year	Between 20 to 100 Seats	BRONZE	Tele-centre Services Pte Ltd
	Above 100 Seats	GOLD	Teledirect Pte Ltd
		SILVER	Concentrix CVG Malaysia Sdn Bhd
			UOB Centre of Excellence (M) Sdn Bhd
Best In-House Programme or Section Contact Centre of the Year		SILVER	Central Provident Fund Board *CPF Customer Correspondence Unit*
		BRONZE	Sembcorp Power Pte Ltd *OEM Reseller Channel*
		JUDGES' MENTION	DBS Bank Ltd *DBS Customer Centre, Workforce Management Team*
Best In-House Contact Centre of the Year	Under 20 Seats	SILVER	Cycle & Carriage Singapore *Customer Contact Centre*
			DHL Express (Singapore) Pte Ltd *Key Account Client Centre*
		BRONZE	Sembcorp Power Pte Ltd
			Singapore Exchange Limited
	Between 20 to 100 Seats	GOLD	DBS Bank Ltd *DBS BusinessCare*
		SILVER	DHL Express (Singapore) Pte Ltd *Customer Contact Centre*
		BRONZE	Prudential Singapore
	Above 100 Seats	GOLD	DBS Bank Ltd *DBS Customer Centre*
		BRONZE	United Overseas Bank Limited
			Marina Bay Sands Pte Ltd

SPECIAL CATEGORIES

Category	Sub-Category	Award	Organisation
Most Innovative Productivity Solution in a Contact Centre of the Year		GOLD	DBS Bank Ltd *DBS Customer Centre*
		SILVER	Aegis BPO Malaysia Sdn Bhd
Best Contact Centre Employee Recruitment and/or Retention Programme of the Year		SILVER	DBS Bank Ltd *DBS Customer Centre*
Best Customer Experience Delivered of the Year		SILVER	DBS Bank Ltd *DBS Customer Centre*
			DHL Express (Singapore) Pte Ltd *Customer Care*
Customer Experience (CX) Mystery Shopper Awards	E-mail	GOLD	Teledirect Pte Ltd *Accounting and Corporate Regulatory Authority*
		SILVER	Marina Bay Sands Pte Ltd *Express Service*
			Marina Bay Sands Pte Ltd *Hotel Reservations*
		BRONZE	Ascott International Management (2001) Pte Ltd
			Marina Bay Sands Pte Ltd *Paiza Services*
			Teledirect Pte Ltd *Info-communications Media Development Authority*
	Social Media	BRONZE	M1 Limited
	Voice	GOLD	SMRT Trains Ltd
		SILVER	Ascott International Management (2001) Pte Ltd
			Marina Bay Sands Pte Ltd *Paiza Services*
			Teledirect Pte Ltd *KrisFlyer Contact Centre (SIA)*
		BRONZE	DHL Express (Singapore) Pte Ltd
			Marina Bay Sands Pte Ltd *Express Service*
			Marina Bay Sands Pte Ltd *Hotel Reservations*
			Teledirect Pte Ltd *Performance Motors Limited*
			United Overseas Bank Limited
	Web Chat	GOLD	Ascott International Management (2001) Pte Ltd
		BRONZE	DHL Express (Singapore) Pte Ltd

INDIVIDUAL CATEGORIES

Category	Sub-Category	Award	Organisation	Individual Winners
Best Contact Centre Human Resource Support Specialist of the Year		GOLD	Central Provident Fund Board	Chor Swee San
		BRONZE	DHL Express (Singapore) Pte Ltd *Customer Service*	Razleena Binte Mohd Din
Best Contact Centre IT Infrastructure Support Specialist of the Year		GOLD	DBS Bank Ltd *DBS Customer Centre*	Pearly Teo
				Quek Wan Ling Lynette
Best Contact Centre Quality Assurance Specialist of the Year		SILVER	Central Provident Fund Board	Sarah Ang Siew Wen
			DBS Bank Ltd *DBS Customer Centre*	Timothy Jonathan Heng Wei Wen
		BRONZE	United Overseas Bank Limited	Florence Heng Kia Hwee
			Teledirect Pte Ltd	Taru Satri Bin Noor Malimar
Best Contact Centre Support Manager of the Year		GOLD	DBS Bank Ltd *DBS Customer Centre*	Leow Ting Chao Wayne
		BRONZE	DBS Bank Ltd *DBS Customer Centre*	Sng Xu Ren
			DHL Express (Singapore) Pte Ltd *Customer Contact Centre*	Janet Ang
Best Contact Centre Trainer of the Year		SILVER	United Overseas Bank Limited	Lim Mei Tien Rebecca
			Teledirect Pte Ltd	Chia Cheng San
		BRONZE	United Overseas Bank Limited	Lawrence Daradal Caisip
				Claire Metoda Froilan
Best Customer Service Professional of the Year	Under 20 Seats	BRONZE	DHL Express (Singapore) Pte Ltd *Key Account Client Centre*	Lim Soon Ling, Cynthia
	Between 20 to 100 Seats	GOLD	Tan Tock Seng Hospital Pte Ltd	Sarahnisah Bte Abdol Rahman
		SILVER	Tan Tock Seng Hospital Pte Ltd	Syamira Binte Zainal
			DBS Bank Ltd *DBS BusinessCare*	Revathi Ganeson
			DHL Express (Singapore) Pte Ltd *Customer Contact Centre*	S Sharmila Sinappan
	Above 100 Seats	GOLD	Teledirect Pte Ltd	Jaganathan Sathasivam
		SILVER	DBS Bank Ltd *DBS Customer Centre*	Joleen Tan Zi Ling
		BRONZE	DBS Bank Ltd *DBS Customer Centre*	Lim Wei Sheng Sam
Best Contact Centre Team Leader of the Year	Under 20 Seats	GOLD	CIMB Bank Berhad *Cash Management BizChannel Helpdesk*	Lulette Martinez Alba
		BRONZE	DHL Express (Singapore) Pte Ltd *Key Account Client Centre*	Dennis Lum
			Singapore Exchange Limited	Justin Foo Chek Thiam
	Between 20 to 100 Seats	SILVER	DHL Express (Singapore) Pte Ltd *Customer Contact Centre*	Norhikmah Nisha Binte Mohamed Ariffin Khan
		BRONZE	DBS Bank Ltd *DBS BusinessCare*	Koh Yee Yong
			FWD Singapore Pte Ltd	Jeferson Maleza
			DHL Express (Singapore) Pte Ltd *Customer Contact Centre*	Ng Ai Ni
	Above 100 Seats	GOLD	DBS Bank Ltd *DBS Customer Centre*	Randy Liew Yong Fatt
			Teledirect Pte Ltd	Ramphanket Natthawat
		SILVER	DBS Bank Ltd *DBS Customer Centre*	Chua Qi Guan Xeno
		BRONZE	DBS Bank Ltd *DBS Customer Centre*	Mohammad Azri Bin Ahmad Mansor
			United Overseas Bank Limited	Bernard Tay Chit Hua
Best Contact Centre Manager of the Year	Under 20 Seats	SILVER	Great Eastern Life Assurance Company Limited	Mabel Soh Mun Ling
			DBS Bank Ltd *DBS BusinessCare*	Zafar Iqbal
		BRONZE	DHL Express (Singapore) Pte Ltd *Key Account Client Centre*	Alfie Halit
			FWD Singapore Pte Ltd	Zuliana Zulkifli
	Between 20 to 100 Seats	SILVER	Tele-centre Services Pte Ltd	Vatchala Supramaniam
		BRONZE	DBS Bank Limited *DBS Customer Centre*	Diopy Decirio Arambulo De Vera
	Above 100 Seats	SILVER	DBS Bank Limited *DBS Customer Centre*	Cheryl Decena Palacios
		BRONZE	United Overseas Bank Limited	Allison Koh Choon Hong

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