Winners for the
21st CCAS International Contact Centre Awards 2021

CORPORATE CATEGORIES

S/N	Category	Sub-Category	Award	Corporate Winners
C1	Best Contact Centre Sales / Revenue Based Programme		GOLD	**DBS Bank Ltd** *DBS Customer Centre - Cross Buy Programme*
C2	Best Social Media Contact Centre		BRONZE	**M1 Limited** *M1 Contact Centre*
			BRONZE	**United Overseas Bank Limited**
C3	Best Outsourced Programme / Section Contact Centre		SILVER	**AIA Shared Services Sdn. Bhd.** *Singapore Corporate Solution Contact Centre*
			BRONZE	**TDCX (SG) PTE. LTD.** *Info-communications Media Development Authority SG:D – Digitalising Singapore*
			JUDGES MENTION	**DHL Supply Chain Singapore Pte Ltd** *DHL LCSC MSF Contact Centre*
C4	Best Outsourced Contact Centre	Between 20 to 100 Seats		NO AWARD
		Above 100 Seats	GOLD	**TDCX (SG) PTE LTD**
			BRONZE	**DHL Supply Chain Singapore** LCSC (Logistics Customer Service Centre)
C5	Best In-House Programme / Section Contact Centre		SILVER	**Singapore Telecommunications Limited** *SingTel Contact Centre - Digital Support Team*
			JUDGES MENTION	**Singapore Exchange Limited** *CDP Virtual Channel Team*
C6	Best In-House Contact Centre	Under 20 Seats	SILVER	**Singapore Exchange Limited**
		Between 20 to 100 Seats	SILVER	**DHL Express (Singapore) Pte Ltd** ***Customer Contact Centre***
			BRONZE	**NTUC Income Co-operative Limited** ***Income Contact Centre***
		Above 100 Seats	GOLD	**DBS Bank Limited** *DBS Customer Centre*
			BRONZE	**Central Provident Fund Board** *CPF Call Centre*

SPECIAL CATEGORIES

S/n	Category	Sub-Category	Award	Organisation
S1	Most Innovative Productivity Solution in a Contact Centre			NO AWARD
S2	Best Contact Centre Employee Recruitment and/or Retention Programme		BRONZE	**DBS Bank Limited** *DBS Customer Centre*
S3	Best Customer Experience Delivered		JUDGES MENTION	**NTUC Income Co-operative Limited** *Income Contact Centre*
S4	Customer Experience (CX) Mystery Shopper Awards	E-mail	GOLD	**TDCX (SG) PTE LTD** *GUCCI Singapore Client Service*
			SILVER	**The Ascott Limited** *Ascott Global Reservations*
			BRONZE	**Marina Bay Sands Pte Ltd** *Express Service (Email)*
		Chatbot	GOLD	**M1 Limited** Chatbot - Mindy
		Voice	GOLD	**DHL Express (Singapore) Pte Ltd** ***Customer Contact Centre***
			SILVER	**TDCX (SG) PTE LTD** ***Kering Signature APAC Hub***
			BRONZE	**Marina Bay Sands Pte Ltd** *Express Service (Voice)*
		Web Chat	GOLD	**The Ascott Limited** *Ascott Global Reservations*
			SILVER	**Marina Bay Sands Pte Ltd** *Hotel Reservations (Webchat)*
			BRONZE	**Marina Bay Sands Pte Ltd** *Express Service (Webchat)*
			BRONZE	**M1 Limited** *Webchat*

INDIVIDUAL CATEGORIES

S/N	Category	Sub-Category	Award	Organisation	Individual Winners
IN1	Best Human Resource Support Specialist of the Year		BRONZE	**DBS Bank Ltd** *DBS Customer Centre*	Melissa Lee Jia Hui
IN2	Best IT Infrastructure Support Specialist of the Year		GOLD	**DBS Bank Ltd** DBS Customer Centre	Low Kia Heng Shannon
			SILVER	**Central Provident Fund Board** *CPF Call Centre*	Ng Tian Poh
			Bronze	**DBS Bank Ltd** DBS *Business*Care	Koh Yee Yong
IN3	Best Contact Centre Quality Assurance Specialist of the Year		GOLD	**TDCX (SG) PTE. LTD.**	Chong Lik Xin (Ricson)
			SILVER	**United Overseas Bank Limited**	Florence Heng Kia Hwee
			BRONZE	**UOB Centre of Excellence (M) Sdn Bhd**	Noraowara Ong Darish
			BRONZE	**NTUC Income Co-operative Limited** *Income Contact Centre*	Kelly Sim
IN4	Contact Centre Support Manager of the Year		GOLD	**Singapore Telecommunication Limited**	Viknish S/o Subramanian
			BRONZE	**DBS Bank Ltd** DBS Customer Centre	Sameer Kahn
IN5	Best Contact Centre Trainer of the Year		GOLD	**United Overseas Bank Limited**	Lim Mei Tien Rebecca
			SILVER	**TDCX (SG) PTE. LTD.**	Wei Hsiung (Wilson)
			BRONZE	**UOB Centre of Excellence (M) Sdn Bhd**	Lyka Gustilo Balanquit
IN6	Best Customer Service Professional of the Year	Under 20 Seats	BRONZE	**DHL Express (Singapore) Pte Ltd** *Key Account Client Centre*	Fang Lee Mun, Teresa
			JUDGES MENTION	**Singapore Exchange Limited**	Darylene Long
		Between 20 to 100 Seats	BRONZE	**DHL Express (Singapore) Pte Ltd** *Customer Contact Centre*	Loo Fredrinne
		Above 100 Seats	GOLD	**TDCX (SG) PTE. LTD.**	Huynh Thi An Khuong
			GOLD	**United Overseas Bank Limited**	Razel Bacarisas Bustamante
			SILVER	**DBS Bank Ltd** DBS *Business*Care	Li YanYan Joelle
			BRONZE	**UOB Centre of Excellence (M) Sdn Bhd**	Fatan Khariri bin Masetor
			CX Warrior	**United Overseas Bank Limited**	Ooi Yeong Jiann
IN7	Best Contact Centre Team Leader of the Year	Under 20 Seats	BRONZE	**DHL Express (Singapore) Pte Ltd** ***Key Account Client Centre***	Mark Alexander Kiew
		Between 20 to 100 Seats		NO AWARD	
		Above 100 Seats	BRONZE	**DBS Bank Ltd** DBS Customer Centre	Bautista, Earl Jerick Gutierrez
			JUDGES MENTION	**UOB Centre of Excellence (M) Sdn Bhd**	Wilfred Laxamana Cayanan
			CX Warrior	**Central Provident Fund Board** *CPF Call Centre*	Nur Aisiah Harun
IN8	Best Contact Centre Manager of the Year	Under 20 Seats	JUDGES MENTION	**DHL Express (Singapore) Pte Ltd** *Key Account Client Centre*	Mohd Alfie Bin Halit
		Between 20 to 100 Seats		NO AWARD	
		Above 100 Seats	GOLD	**DBS Bank Ltd** *DBS Customer Centre*	Kexin Tan
			JUDGES MENTION	**TDCX (SG) PTE. LTD**	Richie Tan
IN9	Contact Centre Champion of the Year		SILVER	**Agoda Company Pte Ltd** ***Customer Service Team***	Vinoth Kumar s/o Mariyappan
			BRONZE	**M1 Limited** *M1 Contact Centre*	Ann Lee Hua Ling
IN10	Best Contact Centre Data Scientist of the Year		BRONZE	**DBS Bank Ltd** *DBS Customer Centre*	Ng Shi Ting