

WINNERS FOR THE 23RD CCAS INTERNATIONAL CONTACT CENTRE AWARDS 2023

The Contact Centre Association of Singapore (CCAS), founded in 1998, is a not for profit, educational organization that focuses on techniques, operational approaches for, and business issues of local and global contact centres. The CCAS offer 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	Best Contact Centre Sales or Revenue-Based Programme	Gold	TDCX (SG) PTE. LTD. Small Business Group
	Best Social Media Contact Centre	Silver	United Overseas Bank Limited
	Best Place to Work	Gold	Central Provident Fund Board
		Silver	NCS Pte Ltd
		Bronze	DKSH Vietnam Co., Ltd
	Best Outsourced Contact Centre Programme or Section	Gold	NCS PTE LTD Ministry of Manpower
		Gold	Agape CP Holdings Pte Ltd Fullerton Health
		Bronze	TERRA SYSTEMS PTE LTD Maritime and Port Authority of Singapore
	Best Outsourced Contact Centre (Under 20 Seats)	Bronze	Octopus8 Private Limited
	Best Outsourced Contact Centre (above 100 Seats)	Gold	TDCX (SG) PTE. LTD KERING Signature
		Bronze	AIA Shared Services (Malaysia)
	Best Inhouse Contact Centre Programme or Section	Silver	Income Insurance Limited C.A.R.E. Team
	Best In-House Contact Centre (Under 20 Seats)	Silver	SGX Group
	Best In-House Contact Centre (Between 20 - 100 Seats)	Gold	Central Provident Fund Board
		Silver	DHL Express (Singapore) Pte Ltd
		Silver	Joint Stock Commercial Bank for Investment and Development of Vietnam
		Bronze	Income Insurance Limited
	Best In-House Contact Centre (Above 100 Seats)	Silver	United Overseas Bank Limited

SPECIAL	Most Innovative Productivity Solution in a Contact Centre	Gold	SGX Group
		Silver	TERRA SYSTEMS PTE LTD MOH (TOTG) Contact Centre
		Bronze	NCS Pte Ltd
	Best Customer Experience Delivered	Gold	Central Provident Fund Board
		Bronze	NCS Pte Ltd
		Bronze	TERRA SYSTEMS PTE LTD MOH Contact Centre
	CX Mystery Shopper Awards Voice	Gold	The Ascott Limited
		Gold	DHL Express (Singapore) Pte Ltd Customer Contact Centre
	CX Mystery Shopper Awards WebChat	Gold	TDCX (SG) PTE. LTD. Accounting and Corporate Regulatory Authority
		Gold	DHL Express (Singapore) Pte Ltd Customer Contact Centre
		Silver	Nespresso Singapore Customer Relations Centre
		Silver	The Ascott Limited
		Bronze	TDCX (SG) PTE. LTD Infocomm Media Development Authority
	CX Mystery Shopper Awards Email	Gold	NCS PTE LTD Ministry of Manpower Contact Centre

Individual	Best HR Support Specialist	Judges mention	Tele-centre Services Pte Ltd Queenie Soh Jing Ting
	Best IT Infrastructure Support Specialist	Silver	DBS Bank Ltd Chin Wai Ling
		Bronze	TDCX (SG) PTE. LTD. Mak Chee Cheong
	Best Contact Centre QA Specialist	Gold	TDCX (SG) PTE. LTD. Satheswaran Jeevaratnam
		Silver	TDCX (SG) PTE. LTD. Pema Kuenzang
		Bronze	UOB Centre Of Excellence (M) Sdn Bhd Chow Kuok Siang
		Judges mention	TERRA SYSTEMS PTE LTD Nur Dyana Tambunan Binte Ranto Tambunan
	Best Contact Centre Support Manager	Gold	TDCX (SG) PTE. LTD. Chathura Gunarathne
		Silver	United Overseas Bank Limited Lawrence Lian Boon Kiat
	Best Contact Centre Trainer	Gold	Central Provident Fund Board Noor Afizah Binte Mahfodz
		Gold	DBS Bank Ltd Noorunnisa Shaik Alawoodeen
		Silver	TDCX (SG) PTE. LTD. Ram Krish T Suppiah
		Bronze	TDCX (SG) PTE. LTD. Zheng Yongtian, Kason
	Best Contact Centre Customer Service Professionat (Under 20 Seats)	Silver	SGX Group Lai Si Ying
		Bronze	Octopus8 Private Limited Mohaimin Bin Tokyan
	Best Contact Centre Customer Service Professional (Between 20 to 100 Seats)	Bronze	Central Provident Fund Board Evie Ng
	Best Contact Centre Customer Service Professional (above 100 Seats)	Bronze	TDCX (SG) PTE. LTD. Siti Shuhada Binte Abdul Majid
		Bronze	DBS Bank Ltd U Mohamed Salim
	Best Contact Centre Team Leader (Under 20 Seats)	Silver	SGX Group Darylene Long
		Bronze	SGX Group Yong Lai Peng Elle
	Best Contact Centre Team Leader (Between 20 to 100 Seats)	Bronze	Income Insurance Limited David Lau Wee Teck
	Best Contact Centre Team Leader (Above 100 Seats)	Gold	Singapore Telecommunications Ltd Alicia Bermudez Lee
		Silver	Singapore Telecommunications Ltd Charlie Choo Yoong Loon
		Bronze	TDCX (SG) PTE. LTD. Chan Jie Choo
		Bronze	TDCX (SG) PTE. LTD. Wang Tianyu
		Judges mention	TDCX (SG) PTE. LTD. Isaac Chong Weng Keong
	Best Contact Centre Manager (Between 20 to 100 Seats)	Gold	Agape CP Holdings Pte Ltd Digna Bagtas Morais
		Silver	DBS Bank Ltd Veronica Lopez
		Silver	DBS Bank Ltd Carla Oruga Flores
		Bronze	Fair Price Group Zack Chan
	Best Contact Centre Manager (Above 100 Seats)	Gold	TDCX (SG) PTE. LTD. Najjaa Sujahara
		Silver	United Overseas Bank Limited Tau Hida Binte Hassan
		Bronze	Tele-centre Services Pte Ltd Tammy Wong
	Contact Centre Champion	Bronze	TDCX (SG) PTE. LTD. Thanigaibalan Bala Chandran
		Bronze	DBS Bank Ltd Radhiah Binte Mohamed Salim
	Best Contact Centre Data Scientist	Silver	DBS Bank Ltd Saumya Agarwal
		Bronze	United Overseas Bank Limited Gurrala Sowjanya
		Bronze	SGX Group Daryl Lim Kim Hui

Organiser

CX Mystery Shopper Partner

Silver Technology Sponsor