

Conference, Exhibition, Awards

Contact Center Associations Asia Pacific - CC-APAC

CC-APAC

Conference, Exhibition, Awards, Gala Dinner

Shangri-La Hotel Jakarta, 9-10 September 2019

Theme **"Asia Pacific Best Practices and Case Studies of Contact Center Innovation"** Presented by Contact Center Manager and Project Manager around Asia Pacific and Group Discussion with CC-APAC Panel Judges.

This is the first event of CC-APAC and ICCA (Indonesia Contact Center Association) become host country association. CC-APAC Conference will be combined with ICCA Awards program The Best Contact Center Indonesia 2019. You will learn their sharing of case studies about Contact Center Operations, Customer Experience, Business Contributions, People Development, Employee Engagement, Technology Innovation of Artificial Intelligence, Data and Customer Analytics, Omni Channel, Mobile Apps, and Social Media.

Speakers and CC-APAC Panel Judges



Andi Anugrah
(Indonesia)



Bill Yang
(Taiwan)



Byron Fernandez
(Malaysia)



Chapman Lam
(Hong Kong)



Fiona Keough
(Australia)



Jeanie Guek
(Malaysia)



Joyce Poon
(China)



Kenneth Chong
(Singapore)



Sarun Vejsupaporn
(Thailand)



Sivo Subramaniam
(Philippines)



Exhibition

Latest update from top brand technology solutions and BPO in Asia Pacific.



Case Studies

Sharing Best Practices & Case Studies from Award Winners of Manager Contact Center of member CC-APAC.



Panel Discussion

Group Discussion with panel judges of ICCA and APAC Awards.

Agenda

Time	Activities Day 1
08:00	Registration
08:30	Opening Ceremony
09:00	Keynote Speakers
09:30	Keynote Speakers
10:00	CC-APAC Sign Ceremony
10:15	Coffee Break
10:30	Artificial Intelligent, Chatbots and Mobile Apps (Sponsor Presentation)
11:00	Customer & Data Analytics (Sponsor Presentation)
11:30	Customer Experience (Sponsor Presentation)
12:00	Lunch
13:00	Contact Center Manager (CC-APAC Award) : Presentation & Panel Discussion.
	Breakout Room #1: Panel Candidates Manager (English)
	Breakout Room #2: Panel Candidates Manager (Non English with Translator)

Time	Activities Day 2
08:00	Registration
08:15	Opening day 2 by MC
08:30	Contact Center Innovation (CC-APAC Award Corporate Presentation), 3 breakout rooms for 12 companies.
10:30	Coffee Break
10:45	Group Discussion by CC-APAC Panel Judges
12:00	Lunch
13:00	Closing Remark and Preparation for Gala Dinner
18:00	Gala Dinner for CC-APAC Awards and The Best Contact Center Indonesia 2019

“Expected 500 Participants from local and regional contact center leaders members of Contact Center Associations Asia Pacific (CC-APAC)”

Please check with your local association in Australia, China, Hong Kong, Indonesia, Malaysia, Singapore, Taiwan and Thailand to join this event. Please contact ICCA Helpdesk for sponsorship opportunity at info@icca.co.id

Check the detail here : <http://cc-apac.org/conference/>

Fee	Normal	Early Bird
2 Days CC-APAC Conference (9 – 10 Sep)	\$225	
CC-APAC Gala Dinner (10 Sep)	\$125	
Full Package 1 (Site Visit, Conference, Gala Dinner, Hotel 3 night)	\$855	\$785
Full Package 2 (Fun Walk, Site Visit, Conference, Gala Dinner, Hotel 4 night)	\$1.075	\$985

Early Bird valid only before 31 July 2019.

ABOUT US

Contact Center Associations of Asia Pacific (CC APAC) represents the collaboration amongst in country Contact Center Associations across Asia Pacific, and welcomes in country Contact Center Associations as alliance associations. CC-APAC and the respective in country Contact Center Associations namely: Auscontact Association (Auscontact), Contact Center Association of Malaysia (CCAM), Contact Centre Association of Singapore (CCAS), China Contact Center & CRM Association (CNCCA), Hong Kong Call Centre Association (HKCCA), Indonesia Contact Center Association (ICCA), Taiwan Contact Center Development Association (TCCDA) and Thai Contact Center Trade Association (TCCTA).

