



## Welcome to the July 2010 Newsletter from Contact Centre Action

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Welcome to another newsletter from Contact Centre Action.

I know it is early, but there seems to be a lot happening and I wanted to share some news from the Contact Centre World Awards last week.

We are also aware of a couple of vacant positions and a senior contact centre manager looking for new opportunities.

There is also an important CCMA Lunch in Melbourne next week.

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### Contact Centre World Awards

Last week the Asia Pacific section of the Contact Centre World Awards and Conference were held on the Gold Coast in Queensland. This is a brilliant conference where entrants and observers from all over Australia and Asia come together to listen and appraise presentations from the entrants in a variety of categories. This is the second Contact Centre World conference I have attended (the last was some years ago), and it has improved significantly in both content and popularity.

Listening to a broad range of entrants presenting on a wide range of subjects it is impossible not to learn new ideas and gain tips for improving the operation of your contact centre. Another unique aspect of this conference is there are no sponsors, no vendors trying to sell to you – it is just contact centre practitioners sharing ideas in good spirit.

The winners of the three regions (Americas, Europe and Middle East, and Asia/Pacific) go on to compete in the world finals in Las Vegas in November.



We are extremely proud of Anita Bowtell, CCMA President and Business Development Manager for Contact Centre Action, who was awarded **2010 Industry Champion for Australia** for her work with the CCMA.

Anita has been the President of the CCMA for three years now after holding various committee positions before that. She has largely been responsible for the growth of the Association and raising the profile of the industry throughout Australia during this period. The membership base has grown in all states of Australia through Anita's initiatives and commitment.

The CCMA is running high-quality events and functions in all states, and has a range of partners which provide significant benefit to members and the industry as a whole. The association has also embarked on a major initiative, providing high-quality, low-cost training to contact centre staff at all levels.

As a founding member of the Asia Pacific Contact Centre Association Leaders, Anita has regularly represented Australia in international forums, increasing contacts and opportunities for CCMA members in Australia and facilitating communication and collaboration between associations in the region.

Anita is regularly called upon to chair contact centre conferences and forums throughout Australia. She has recently been a guest judge at the Indonesia Contact Centre Association Awards, and will be judging the Australian Government Contact Centre awards later this year.

She has the unique ability to generate enthusiasm and respect, not only in her team, but in the wider industry as a whole. She is a great ambassador for the Australian contact centre industry.



We are also very proud of our client OCIS, and their Manager, People and Culture - Lene Du Preez. Lene is OCIS' own **Gold Medal** winner in the **Best HR Support Professional** category at the Contact Centre World - Top Ranking Performers Awards.

Lene immigrated to Australia from South Africa with her fiancée 18 months ago with the hope of finding a better quality of life. She had to re-start her career in a new country and commenced as an Induction Trainer with OCIS.

Since then, her talent and initiative has seen her promoted to a management role within the People & Culture team - her biggest career move to date. She is loving every minute of it and believes that both her "can-do" attitude and solid approach to getting the job done (regardless of existing expertise or not) has set her up to be successful.

This award is a powerful acknowledgement of her progress.

OCIS is the **only** Australian contact centre outsource provider with a Near Shore strategy in the South Pacific. The organisation has the expertise to provide value-adding services from any one of its Australian, Fijian or New Zealand operations and is dedicated to providing partners with a quality, focused and motivated business partner.

Other major award winners are:

PT Bank Central Asia (Indonesia) - Best Community Spirit / Projects by the Contact Centre

Wardhani Soedjono of VADS (Indonesia) - Best Contact Centre Leader

St. George Bank (Australia) - Best Customer Service by an Internal Contact Centre

NTT-ME Corporation (Japan) - Best Customer Service by an Outsourced Contact Centre

Jekky Norton Mahieu of PT Bank Central Asia (Indonesia) - Best Sales Agent

Bernie Goh of NCS (Singapore) - Best Customer Service Agent

NTUC Income (Singapore) - Best Mid Sized Contact Centre

PT Bank Central Asia, TBK (Indonesia) - Best Outbound

Celcom Axiata Berhad (Malaysia) - Best Help Desk

Nicholas Khalil of St.George Bank (Australia) - Best Supervisor

Khairiah Adam of VADS (Malaysia) - Best Contact Centre Trainer

Celcom Axiata Berhad (Malaysia) - Best Small Contact Centre (Outsourcer)

NCS Pte. Ltd. And Ministry of Manpower (Singapore) - Best Outsourcing Partnerships

Marco Angelo Burgos of Celcom (Malaysia) - Best Workforce Planning Professional

Commonwealth Bank of Australia - Direct Banking (Australia) - Best Large (over 250 agents) Internal Contact Centre

PT Bank Central Asia (Indonesia) - Best Recruitment

HCL (India) and True Touch (Thailand) - Best Large (over 250 agents) Outsourced Contact Centre

NCS Pte. Ltd. (Singapore) - Best Incentive Scheme for Agents/Reps

Alson Yeo of NTUC Income (Singapore) - Best IT Support Within the Contact Centre

SOFTBANK BB Corp. (Japan) - Best in Developing Technology (internally) Within a Contact Centre

The following were also presented with an Industry Champion Award for their respective country:

Junying Wu of China Mobile (China)

Koji Funatsu of Transcosmos (Japan)

Ranjit Narasimhan of HCL (India)

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## **Employment Opportunities**

We are aware of an experienced Call Centre Manager seeking new opportunities in the Melbourne area. For more information please contact [info@ccaction.com.au](mailto:info@ccaction.com.au).

A technology provider in Sydney is looking for a Pre-Sales Engineer that is experienced in VOIP/PABX/ACD/IVR/Call Recording, Microsoft applications, databases, email applications, etc. For more information please contact [info@ccaction.com.au](mailto:info@ccaction.com.au).

We are also aware of a vacancy for an Outbound Marketing Representative for a technology provider. The role is Sydney-based, and includes identifying and qualifying sales opportunities, cold calling prospects, confirming seminar attendees and follow-up from marketing campaigns. For more information please contact [info@ccaction.com.au](mailto:info@ccaction.com.au).

A major Melbourne-based outsourcer is seeking a Business Development Manager for their Telemarketing business. For more information please contact [info@ccaction.com.au](mailto:info@ccaction.com.au).

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## **Important CCMA Event – Next Week!**

The next CCMA Melbourne lunch will be held at The Arts Centre on Friday July 23<sup>rd</sup>. This will be an open discussion concerning **Senator Steve Fielding's Anti-Offshoring Bill** featuring a panel of representatives from various sections of our industry, including Anita Bowtell – CCMA President; Dr Catriona Wallace – Director, [callcentres.net](http://callcentres.net); John Watkinson – CEO, Excelior; Kelli Gorman – Chief Strategy Officer, Stellar; Kevin Panozza – CEO Engage; Linda White – Assistant National Secretary, Australian Services Union and Bronwen Fitzroy-Ezzy – Group Manager Sales, Adecco.

**This is likely to affect all contact centres** - come along and hear how, but be quick - Bookings close Tuesday 20<sup>th</sup> July.

For more information and bookings, please go to [www.ccma.asn.au](http://www.ccma.asn.au).

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Do you know someone who would like to be added to our mailing list? Please email their details to [info@ccaction.com.au](mailto:info@ccaction.com.au).