



Welcome to the June 2011 Newsletter from Contact Centre Action

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Welcome to another newsletter from Contact Centre Action.

This month we talk about the Indonesian Contact Centre Industry and their recent awards.

We have a client looking to buy a contact centre

Contact Centre World Awards

Details of upcoming CCMA events in Brisbane and Melbourne.

Indonesian Contact Centre Industry

I recently had the opportunity to travel to Indonesia as a guest of the Indonesian Contact Centre Association to assist with the judging of The Best Contact Centre Indonesia awards. This is the second year I have had this honour, and the awards are growing each year with a number of first time entrants in 2011.

The first thing you notice about the industry in Indonesia is how proud and enthusiastic the people are. Everyone we met was so friendly and generous in sharing their experiences, and really wanted to understand more about trends in other parts of the world and how they can improve their operations. The industry is still relatively small, but I feel there is a huge opportunity for contact centres in Indonesia to grow significantly to service the Indonesian population, without even considering the opportunity to service offshore clients.

Interestingly, there seems to have been a significant increase in multimedia contacts in the last year, with SMS, email, and social media being quite common.

Many contact centres have acknowledged the problem of attrition and are taking steps to retain their staff, with very pleasing results. Training is also a priority, both in-house and external, with many staff holding some sort of tertiary qualification.

The awards were presented at a gala function on 1st June 2011, with over 1,200 people in attendance.

The winners of each category were:

The Best Contact Centre Operations (Below 100 Seats) – PT AXA Mandiri Financial Services

The Best Contact Centre Operations (Over 100 Seats) – PT Bank Central Asia TBK

The Best Business Contribution (Below 100 Seats) – Coca-Cola Amatil Indonesia

The Best Business Contribution (Over 100 Seats) – PT Bakrie Telecom TBK

The Best HR Retention Program (Below 100 Seats) – PT AXA Financial Indonesia

The Best HR Retention Program (Over 100 Seats) – PT Bank Central Asia TBK

The Best Technology Innovation (Below 100 Seats) – Coca-Cola Amatil Indonesia

The Best Technology Innovation (Over 100 Seats) – PT Indosat TBK
The Best Team Work (Below 100 Seats) – PT Pertamina (Persero)
The Best Team Work (Over 100 Seats) – PT Bank Central Asia TBK

Congratulations to all the winners, and sincere thanks to the team at Indonesia Contact Centre Association for their hospitality.

Hot Jobs and Hot People

As we told you in our last newsletter, Contact Centre Action, a leading provider of specialist consultancy services to the call and contact centre industry, now provides recruitment services as part of their industry portfolio of offerings.

Our clients tell us they want high-quality, customer-focused recruitment services that specialise in the contact centre industry, so this is an obvious addition to our existing human resources consulting solutions. We have extensive, hands-on experience in the contact centre industry, and are therefore ideally placed to provide this service. Our understanding of the contact centre industry and the needs of industry executives, enable us to provide a high level of customer service from a large network and ensures we find the right candidates for our clients.

Our philosophy is to work closely with our clients to ensure we thoroughly understand their requirements and provide appropriate candidates that will meet their customer service, skill and cultural requirements. Our aim is to assist our clients to increase their staff retention and reduce their overall human resources cost, and recruiting the right candidates is the first step in this process.

Contact Centre Action provides all levels of recruitment services, including permanent, temporary and contract placements on a full time or part time basis. Specialising in contact centres, Contact Centre Action are able to undertake high-volume recruitment, specialist roles, executive placements and source candidates for roles in companies operating in, or supporting the contact centre industry.

As part of this service we have added a **Hot Jobs and Hot People** page to our web site. Have a look here occasionally – we may have your new career or that hard-to-find staff member that you need.

We are confident we can provide superior service at a competitive price, so give us a call next time you require quality staff.

Likewise, if you are looking for a new role in the contact centre industry, please send your CV to info@ccaction.com.au and we will add your details to our database.

Contact Centre Wanted!

We have a client who is currently looking to acquire an operating contact centre business in Australia. The business must be available to purchase as a going concern, and the client would prefer an inbound centre in the Melbourne area, although other centres would be considered.

If you know of a centre that is for sale, please forward the details to info@ccaction.com.au.

Contact Centre World Awards

The Asia-Pacific final of the Contact Centre World Awards is coming up on the Gold Coast from July 19th to July 22nd 2011. If you haven't been to one of these events before, I urge you to consider attending. It is a fabulous opportunity to network learn best practice from other practitioners throughout the region in a vendor-free environment.

For more information, please go to www.contactcentreworld.com.

CCMA Functions – Brisbane 22 June and Melbourne 24 June!

Are Your Employees Disengaged? Featuring speakers Paul Dilnot, General Manager Client Services, Budget Direct AGIS, and Anthony Clark, Assistant Director Channel Management, Smart Service Queensland

Brisbane, Wednesday 22 June 2011, 5:30PM, Drinks and Canapes included.

Social Media and the Modern Day Contact Centre. Featuring speaker Michael Ossipof, Director Capability and Innovation, Telstra.

Melbourne, Friday 24 June 2011, 12:00PM. Drinks and 2-course lunch included.

Bookings close soon, so don't miss out. Book now at www.ccma.asn.au/events

Please pass this newsletter on to anyone else who may be interested.

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

Until next time....