

| No | Corporate Categories | Total: 12 | |
|---|---|--|--------|
| Best Inhouse Inbound Contact Centre | | | |
| 1 | Best Inhouse Inbound Contact Centre: Mid-sized (Below 200 Seats) | DHL Express (M) Sdn. Bhd. | Gold |
| | | United Overseas Bank (M) Berhad | Silver |
| | | Rakuten Trade Sdn. Bhd. | Bronze |
| Best Outsourced Inbound Contact Centre | | | |
| 2 | Best Outsourced Inbound Contact Centre: Mid-sized (Below 200 Seats) | Teleperformance Malaysia | Gold |
| 3 | Best Outsourced Inbound Contact Centre: Large (Above 200 Seats) | Webhelp Malaysia Sdn. Bhd. | Gold |
| | | TM One Business Services, BPO Malaysia | Silver |
| Best Outbound Contact Centre | | | |
| 4 | Best Outbound Contact Centre: Inhouse Outbound | Affin Bank Berhad | Gold |
| 5 | Best Outbound Contact Centre: Outsourced Outbound | Webhelp Malaysia Sdn. Bhd. | Gold |
| | | Daythree Business Services Sdn. Bhd. | Silver |
| Best Digital Innovation Program | | | |
| 6 | Best Use of Data Analytics in a Contact Centre | Maxis Berhad | Gold |
| | | Daythree Business Services Sdn. Bhd. | Silver |
| | | Teleperformance Malaysia | Bronze |
| 7 | Best Use of Automation in a Contact Centre | Maxis Berhad | Gold |
| | | Webhelp Malaysia Sdn. Bhd. | Silver |
| | | United Overseas Bank (M) Berhad | Bronze |
| 8 | Best Data Security Practices in a Contact Centre | Daythree Business Services Sdn. Bhd. | Gold |
| Best New Contact Centre Project | | | |
| 9 | Best New Contact Centre Project: Inhouse Inbound | DHL Express (M) Sdn. Bhd. | Gold |
| 10 | Best New Contact Centre Project: Outsourced Inbound | Daythree Business Services Sdn. Bhd. | Gold |
| | | Teleperformance Malaysia | Silver |
| Best Social Media Program for Contact Centre | | | |
| 11 | Best Social Media Program for Contact Centre | DHL Express (M) Sdn. Bhd. | Gold |
| 12 | Best Employee Experience Program in a Contact Centre | DHL Express (M) Sdn. Bhd. | Gold |
| | | Majorel Malaysia Sdn. Bhd. | Silver |