

No	Individual Categories	Total: 16		
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Best Contact Centre Professional Voice

1	Best Contact Centre Professional Voice: Mid-sized (Below 200 Seats)	DHL Express (M) Sdn. Bhd.	Parameswaran Ponniah	Gold
			Parveendesh Kaur a/p Ranjeet Singh	Silver
			Nuraini Binti Imran	Bronze

Best Contact Centre Professional Omni-Channel

2	Best Contact Centre Professional Omni-Channel: Mid-sized (Below 200 Seats)	Majorel Malaysia Sdn. Bhd.	Bryan Phang Chang Haue	Gold
		DHL Express (M) Sdn. Bhd.	Muhamad Hakimi Wahab	Silver
		DHL Express (M) Sdn. Bhd.	Amiera Binti Halim	Bronze

3	Best Contact Centre Professional Omni-Channel: Large (Above 200 Seats)	Webhelp Malaysia Sdn. Bhd.	Bon Pui Yin	Gold
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Best Contact Centre Support Professional

4	Best Contact Centre Support Professional: Workforce Management Analyst	Maxis Berhad	Devit Raj a/I Arokiasamy	Gold
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5	Best Contact Centre Support Professional: HR Business Partner	DHL Express (M) Sdn. Bhd.	Nur Natasha Mohamad Haniff	Gold
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6	Best Contact Centre Support Professional: IT Business Partner	Maxis Berhad	Jaime Yong Soke Hiang	Gold
		Majorel Malaysia Sdn. Bhd.	Rishipal Singh Dalbir Singh	Silver
		Teleperformance Malaysia	Haw Chuan Choon	Bronze

7	Best Contact Centre Support Professional: Data Analyst/Scientist	Webhelp Malaysia Sdn. Bhd.	Santosh Kumar	Gold
		DHL Express (M) Sdn. Bhd.	Revathi Periasamy	Silver
		Webhelp Malaysia Sdn. Bhd.	James Chan Yi Chuang	Bronze

8	Best Contact Centre Support Professional: Trainer	DHL Express (M) Sdn. Bhd.	Vikneswari a/p Panneer Selvam	Gold
		IGT Services & Technologies KL Sdn. Bhd.	Shivam Kaushik	Silver
		Webhelp Malaysia Sdn. Bhd.	Happy Lim Yong Sim	Bronze

9	Best Contact Centre Support Professional: Quality Assurance Specialist	Maxis Berhad	Aren Priscilla	Gold
		Dell Global Business Center Sdn. Bhd.	Yeoh Kok Jin	Silver
		Maxis Berhad	Gan Kok Chong	Bronze

10	Best Contact Centre Sales Specialist	DHL Express (M) Sdn. Bhd.	Loke Chin Chin	Gold
		Webhelp Malaysia Sdn. Bhd.	Mahendran Moorthy	Silver

Best Contact Centre Team Leader

11	Best Contact Centre Team Leader: Inbound	Majorel Malaysia Sdn. Bhd.	Abdullah Arif Bin Abdul Malik	Gold
		Sudong Sdn. Bhd.	Wahidayu Binti Abdul Rahman	Silver
		Webhelp Malaysia Sdn. Bhd.	Rekken Kwan Wan Jie	Bronze

12	Best Contact Centre Team Leader: Outbound	Webhelp Malaysia Sdn. Bhd.	Cherry Yusingco	Gold
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Best Contact Centre Manager

13	Best Contact Centre Manager : Inbound	Maxis Berhad	Loraine Lingam a/p T.Ramalingam	Gold
		Majorel Malaysia Sdn. Bhd.	Mary Sabrina George	Silver
		Maxis Berhad	Wong Cheong Tak	Bronze

14	Best Contact Centre Manager : Outbound	Webhelp Malaysia Sdn. Bhd.	Kumanan Parimalam	Gold
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Hero Award

15	Hero Award	TM One Business Services, BPO Malaysia	Sheela Tanggaraju	Hero Award
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Best Head of Contact Centre

16	Best Head of Contact Centre	Teleperformance Malaysia	Vivienne Faith Dait Araneta	Gold
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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