



The 18th Annual Hong Kong Call Centre Association Awards



CORPORATE AWARDS

Grand Award of the Year	
Company Name	Award
HSBC's Contact Centre	Grand Award
Mystery Caller Assessment Award	
Company Name	Award
BCT Group	Best of the Best
Mystery Caller Assessment Award	
Company Name	Award
HSBC's Contact Centres - CTM-BTI	Best IVRS
Mystery Caller Assessment Award	
Company Name	Award
AIG Insurance Hong Kong Limited	Best Improvement
Mystery Caller Assessment Award - Banking	
Company Name	Award
Bank of China (Hong Kong) Limited	Best-in-class
	Gold ★★★★★★
Bank of Communications Co., Ltd. Hong Kong Branch	Gold ★★★★★
HSBC's Contact Centres - CTM-BTI	Gold
DBS Bank (Hong Kong) Limited - DBS Treasures Private Client Hotline	Gold
HSBC's Contact Centres - Credit By Phone	Gold
DBS Bank (Hong Kong) Limited - DBS Live Chat	Gold
CitiBank (Hong Kong) Limited - Ultima Service Line	Gold
CitiBank (Hong Kong) Limited - Citigold Private Client Service Line	Gold ★★★★★
Mystery Caller Assessment Award - Finance and Insurance	
Company Name	Award
BCT Group	Best-in-class
	Gold ★★★★★★
AIG Insurance Hong Kong Limited	Gold
HSBC MPF	Gold
PrimeCredit Limited	Gold ★★★★★★
Well Link General Insurance Company Limited	Gold ★★★★★
BestServe Financial Limited	Gold ★★★★★★
Manulife (International) Limited (MPF Line)	Gold
Promise (Hong Kong) Co., Limited	Gold
Zurich Insurance (Hong Kong) Limited	Gold ★★★★★
Invesco Hong Kong Limited	Silver
FIL Investment Management (Hong Kong) Limited	Silver
Manulife (International) Limited (Insurance Line)	Silver
Mystery Caller Assessment Award - Commerce and Utilities	
Company Name	Award
DHL Express (Hong Kong) Limited	Best-in-class
	Gold ★★★★★
Tradelink Electronic Commerce Limited	Gold ★★★★★★
The Hongkong Electric Company Limited	Gold ★★★★★★
The Hongkong Electric Company Limited, System Control Department, Customer Emergency Services Centre	Gold ★★★★★
The Hong Kong Jockey Club - Telebet Centre at Shatin	Gold
CLP Power Hong Kong Limited - Emergency Service Hotline	Gold
CLP Power Hong Kong Limited - CLP Customer Service Hotline	Gold ★★★★★★
Hong Kong Trade Development Council	Gold
1823, Efficiency Unit, The Government of the HKSAR	Gold
Shell Hong Kong Limited	Gold
The Hong Kong and China Gas Company Limited	Gold ★★★★★
Octopus Cards Limited	Gold
The Hong Kong Jockey Club	Gold
Mystery Caller Assessment Award - Telecommunications	
Company Name	Award
HKT Limited (Consumer Group) - Now TV Call Center Sales	Best-in-class
	Gold ★★★★★
HKT Limited (Engineering) - Enterprise Contact Centre	Gold ★★★★★
HKT Limited (Consumer Group) - NETVIGATOR CS Live Chat	Gold
Hong Kong Broadband Network Limited - Residential VIP Hotline	Gold ★★★★★
HKT Limited (Consumer Group) - Now TV Technical Support	Gold ★★★★★
HKT Limited (Consumer Group) - Digital Sales	Gold
HKT Limited (Consumer Group) - Language Center	Gold
PCCW Media Limited - now TV	Gold
CSL Mobile Limited - 1010 Corporate Account Service	Gold
HKT Limited (Consumer Group) - NETVIGATOR Broadband Upgrade Hotline	Gold ★★★★★
HKT Limited (Consumer Group) - NETVIGATOR Customer Service	Gold ★★★★★
HKT Limited (Consumer Group) - Smart Living Dedicated Hotline	Gold ★★★★★
HKT Limited (Engineering) - Diamond Commercial Contact Centre	Gold ★★★★★
CSL Mobile Limited - 1010 Corporate Account Service	Gold
Hong Kong Broadband Network Limited - Residential Service Hotline	Gold ★★★★★

★★★★★★ Gold Winner for 8 consecutive years
 ★★★★★★ Gold Winner for 7 consecutive years
 ★★★★★★ Gold Winner for 6 consecutive years
 ★★★★★★ Gold Winner for 5 consecutive years
 ★★★★★★ Gold Winner for 4 consecutive years
 ★★★★★★ Gold Winner for 3 consecutive years

Inbound Contact Centre of the Year (Below 20 Seats)	
Company Name	Award
PCCW Media Limited - now TV	Silver
Hong Kong Trade Development Council	Bronze
Inbound Contact Centre of the Year (20-50 Seats)	
Company Name	Award
HKT Limited - Engineering	Gold
HKT Limited (Consumer Group) - Email / eChannel Team	Silver
CitiBank Hong Kong Limited	Bronze
HKT Limited (Consumer Group) - Relocation Centre	Bronze
Inbound Contact Centre of the Year (50-100 Seats)	
Company Name	Award
HKT Limited - Engineering	Gold
American Express Int'l, Inc.	Gold
HSBC's Contact Centres	Silver
HKT Limited (Consumer Group) - Fixed Line Customer Service Hotline	Bronze
Inbound Contact Centre of the Year (Over 100 Seats)	
Company Name	Award
CGB Credit Card Customer Service Center	Gold
HSBC's Contact Centres	Silver
Off-shore Contact Centre of the Year	
Company Name	Award
HSBC's Contact Centres	Gold
CitiBank Hong Kong Limited	Silver
Outbound Contact Centre of the Year (Below 20 Seats)	
Company Name	Award
HKT Limited (Consumer Group) - LTS Retention Outbound Team	Silver
HKT Limited (Consumer Group) - Process Planning Team	Bronze
Outbound Contact Centre of the Year (20-50 Seats)	
Company Name	Award
HSBC's Contact Centres	Silver
HKT Limited (Consumer Group) - Netvigator Outbound Sales Team	Bronze
Outbound Contact Centre of the Year (Over 100 Seats)	
Company Name	Award
HSBC's Contact Centres	Gold
PCCW Media Limited - now TV	Bronze
Best Contact Centre in Training and People Development	
Company Name	Award
HSBC's Contact Centres	Gold
HKT Limited (Consumer Group)	Silver
CGB Credit Card Customer Service Center	Silver
Guangdong Channelbeyond Customer Care Co., Ltd	Bronze
Best Contact Centre in Quality Assurance	
Company Name	Award
HKT Limited - Engineering	Gold
DHL Express Hong Kong Limited	Silver
HKT Limited (Consumer Group) - Quality Assurance Team	Silver
CGB Credit Card Customer Service Center	Bronze
HKT Limited (Consumer Group) - Process Planning Team	Bronze
Best Contact Centre in Corporate Social Responsibility	
Company Name	Award
EPRO TechSoft Limited - Guangzhou Customer Contact Centre	Gold
Best Contact Centre in Technology Application	
Company Name	Award
CGB Credit Card Customer Service Center	Gold
HSBC's Contact Centres	Bronze
Best Contact Centre Campaign	
Company Name	Award
DBS Bank (Hong Kong) Limited	Gold
CGB Credit Card Customer Service Center	Silver
HKT Limited (Consumer Group) - now TV Sales program	Bronze
HKT Limited (Consumer Group) - Field Referral Program	Bronze
Best Contact Centre in Omni-channel Deployment	
Company Name	Award
Guerlain China - HKT Teleservices	Gold
EPRO TechSoft Limited - Guangzhou Customer Contact Centre	Silver
HSBC's Contact Centres	Bronze

INDIVIDUAL AWARDS

Inbound Contact Centre Manager of the Year		
Company Name	Candidate Name	Prize
DBS Bank (Hong Kong) Limited	Yu Yat Kwan, Louisa	Gold
HSBC's Contact Centres	Eva Liang	Silver
HKT Teleservices	Hattie Wang	Silver
CGB Credit Card Customer Service Center	Liang Jing	Bronze
Outbound Contact Centre Manager of the Year		
Company Name	Candidate Name	Award
PCCW Media Limited - now TV	Shang Wai Shan, Visa	Gold
HSBC's Contact Centres	Joy Zhou	Silver
HKT Limited (Consumer Group)	Kim Au	Bronze
Inbound Contact Centre Team Leader of the Year		
Company Name	Candidate Name	Award
HSBC's Contact Centres	Ken Lok	Gold
HKT Limited (Consumer Group)	Fung Ho	Silver
HKT Limited (Consumer Group)	Stephen Mak	Bronze
HSBC's Contact Centres	Arica Liu	Bronze
Outbound Contact Centre Team Leader of the Year		
Company Name	Candidate Name	Award
PCCW Media Limited - now TV	Kong Kwong Wing, Reid	Gold
HSBC's Contact Centres	Victor Wei	Silver
HKT Limited (Consumer Group)	Wing Wong	Bronze
Inbound Contact Centre Representative of the Year		
Company Name	Candidate Name	Award
American Express International Inc.	Stephen Wong	Gold
American Express International Inc.	Leo Kwan	Silver
CLP Power Hong Kong Limited	Lam, Lucas Man Wai	Silver
The Hong Kong and China Gas Co. Ltd.	Leung Ka Yan, Kayla	Bronze
CitiBank Hong Kong Limited	Zoey Chan	Bronze
1823, Efficiency Unit, The Government of the HKSAR	Tang Wai Man, Rita	Bronze
Multi Media Contact Centre Representative of the Year		
Company Name	Candidate Name	Award
HSBC's Contact Centres	Lily Zhu	Gold
DBS Bank (Hong Kong) Limited	Ho Sik Hung, Stephen	Bronze
HKT Teleservices	Leung Chun Kit, Jaffe	Bronze
Outbound Contact Centre Representative of the Year		
Company Name	Candidate Name	Award
HSBC's Contact Centres	Rex Lam	Gold
HKT Teleservices	Sharon Fok	Silver
Hong Kong Broadband Network Limited	Ann Tsang	Silver
HKT Limited (Consumer Group)	Francis Pat	Bronze
English Speaking Contact Centre Representative of the Year		
Company Name	Candidate Name	Award
PCCW Media Limited - now TV	Mirwani Hitesh Dayal, Henry	Gold
DBS Bank (Hong Kong) Limited	Ho Wing Ching, Stella	Silver
HKT Limited (Consumer Group)	Bonilla Maria Lenette T Marielen	Bronze
Contact Centre Trainer of the Year		
Company Name	Candidate Name	Award
HSBC's Contact Centres	Tommy Liang	Gold
HKT Limited (Consumer Group)	Lau Man Keung, Tim	Silver
EPRO TechSoft Limited - Guangzhou Customer Contact Centre	King Zhu	Bronze
Contact Centre Quality Assurance Professional of the Year		
Company Name	Candidate Name	Award
HKT Limited (Consumer Group)	Gary Lee	Gold
HKT Limited - Engineering	Vivian Tam	Silver
HSBC's Contact Centres	Bonnie Chen	Bronze
Contact Centre Technical Support Professional of the Year		
Company Name	Candidate Name	Award
HKT Limited (Consumer Group)	Leung Lok Yan, Keen	Gold
HKT Limited (Consumer Group)	Ng Hok Lam, Nestor	Silver
DBS Bank (Hong Kong) Limited	Ng Ho Yuen, Tom	Bronze
Contact Centre Workforce Management Professional of the Year		
Company Name	Candidate Name	Award
CGB Credit Card Customer Service Center	Liao Jing Jun	Bronze