



11th Annual CRM & Contact Centre Awards 2010

Call for Entries

Organised by :



Official Evaluator :



Official Mystery Shopper : In Partnership with :



Award Categories

Corporate Awards

- Best In-house Contact Centre (below 100 seats)
 - Gold Award
 - Silver Award
 - Bronze Award
- Best In-house Contact Centre (over 100 seats)
 - Gold Award
 - Silver Award
 - Bronze Award
- Best Outsourced Contact Centre (below 100 seats)
 - Gold Award
 - Silver Award
 - Bronze Award
- Best Outsourced Contact Centre (over 100 seats)
 - Gold Award
 - Silver Award
 - Bronze Award
- Best Telemarketing Contact Centre (Open)
 - Gold Award
 - Silver Award
 - Bronze Award
- Best CRM Programme Implementation
 - Gold Award
 - Silver Award
 - Bronze Award
- Best Video for Contact Centre
 - Gold Award
 - Silver Award
 - Bronze Award



Individual Awards

- Best Contact Centre Manager (below 100 seats)
 - Gold Award
 - Silver Award
 - Bronze Award
- Best Contact Centre Manager (over 100 seats)
 - Gold Award
 - Silver Award
 - Bronze Award
- Best Contact Centre Team Leader (open)
 - Gold Award
 - Silver Award
 - Bronze Award
 - 4th Award
 - 5th Award
 - 6th Award
- Best Contact Centre Support Professional (below 100 seats)
 - Gold Award
 - Silver Award
 - Bronze Award
- Best Contact Centre Support Professional (over 100 seats)
 - Gold Award
 - Silver Award
 - Bronze Award
- Best Contact Centre Professional (below 100 seats)
 - Gold Award
 - Silver Award
 - Bronze Award
- Best Contact Centre Professional (over 100 seats)
 - Gold Award
 - Silver Award
 - Bronze Award
- Best Contact Centre Telemarketer (open)
 - Gold Award
 - Silver Award
 - Bronze Award

Prestige Awards

- Corporate Social Responsibility
- Career Achievement

Terms & Conditions for Entry

A) General Requirements

1. Participants must be a current member of the CCAM (Associate, Corporate or Individual member).
2. Application form and submission templates must be fully completed or the entry will be disqualified.
3. Completed application forms must be submitted with the appropriate application fee made payable to **“CALL CENTRE ASSOCIATION (MALAYSIA)”** and sent to the CCAM Secretariat, Part Level 1 (Ground Floor), Block B, Kompleks Pejabat Damansara, Jalan Dungun, Damansara Heights, 50490 Kuala Lumpur.
4. Entry fees are not refundable.

B) Entry Requirements

1. Entry must be from persons or companies based in Malaysia which are Associate, Corporate or Individual members of the CCAM.
2. Entry nominations for the Corporate Award categories have to be Corporate members of the CCAM.
3. Maximum entry limits:
 - a. For Individual categories : Maximum 15 entries per company (5 entries per category).
 - b. For Corporate categories: Maximum 1 entry per company per category.
4. Template completion:
 - a. All templates must be completed in full. Please attach supporting documents to your submission if necessary.
 - b. Where needed, please insert the phrase “Not Available” to indicate that the requested information has been considered and reflect the inability to address the request as articulated by the template/form.
 - c. No slide in the official template should be added or left blank.
 - d. Template format must not be altered nor should any attempts be made to over-ride template parameters.
 - e. All submissions must be made within the template framework or risk disqualification.
5. CCAM reserves the right to disqualify any incomplete / tampered or amended templates.

C) Judging and Evaluation Process

1. Members of the judging panel shall also act as a selection panel to consider submissions.
2. The decision of the judges in relation to the selection criteria, selection process or the identity of the winners or on any other matters relating to these Awards, shall be final.
 - a. All participants who qualify for interview at the final evaluation stage by judges must ensure that they present only the submission template data. Presentations must be made within the defined context or risk disqualification.
 - b. All judges will not accept any gifts or material from any participating company or participant in connection to these Awards as well as the judging and evaluation process.
3. CCAM reserves the right to make void any award in any of the categories if the judges are not satisfied with the standard or quality of entries received.
4. All interviews will be conducted in English. In the event an interpreter is needed, CCAM will assist in hiring one, however all expenses will be borne by the participating company.
5. Please note that all deadlines stipulated are final. Scheduled site visits as arranged by the CCAM are final.

D) Confidentiality of Information and Use of Information

1. All judges will sign a non-Disclosure Agreement (nDA) with CCAM.
2. All information submitted in the application form and entry templates shall remain the property of CCAM and will be governed by the nDA signed between the judges and CCAM.
3. CCAM reserves the right to use the information provided in the Awards application form and entry template for press release purposes.



Nomination Form (Please write in BLOCK LETTERS)

Company Name: _____

Nominee's Name: Mr/Ms/Mdm* _____

CCAM Membership No: ** _____ Job Title: _____

Telephone: (O) _____ (H/P) _____ E-mail: _____

Address: _____ Fax No: _____

Postcode: _____ State: _____

All fields are compulsory
 * Delete as appropriate
 ** If you are not a CCAM member, you can download the membership registration form at www.ccam.com.my or request it from the CCAM Secretariat office.

SPECIFY THE AWARD CATEGORY YOU WISH TO ENTER

NOTE : A separate application form for each nominated award category is required.
 Please tick the applicable category. Photocopies are accepted.

Corporate Awards - RM500 per entry

- | | |
|---|--|
| Under 100 seats | Open |
| <input type="checkbox"/> Best In-house Contact Centre | <input type="checkbox"/> Best Telemarketing Contact Centre |
| <input type="checkbox"/> Best Outsourced Contact Centre | <input type="checkbox"/> Best CRM Programme Implementation |
| Over 100 seats | <input type="checkbox"/> Best Video for Contact Centre |
| <input type="checkbox"/> Best In-house Contact Centre | |
| <input type="checkbox"/> Best Outsourced Contact Centre | |

Individual Awards - RM200 per entry

- | | |
|---|---|
| Under 100 seats | Open |
| <input type="checkbox"/> Best Contact Centre Manager | <input type="checkbox"/> Best Contact Centre Team leader |
| <input type="checkbox"/> Best Contact Centre Support Professional | <input type="checkbox"/> Best Contact Centre Telemarketer |
| <input type="checkbox"/> Best Contact Centre Professional | |
| Over 100 seats | |
| <input type="checkbox"/> Best Contact Centre Manager | |
| <input type="checkbox"/> Best Contact Centre Support Professional | |
| <input type="checkbox"/> Best Contact Centre Professional | |

Prestige Awards - RM250 per entry

- Corporate Social Responsibility Award
- Career Achievement Award (no entry fee)***

***Third-party nomination only. Self-nomination for the Career Achievement Awards is not accepted.

I/We enclose a cheque _____ for RM _____ payable to "CALL CENTRE ASSOCIATION (MALAYSIA)" in respect of the 2010 CCAM Awards and send to the CCAM Secretariat.

Signatures:

 Nominee's Signature Name & Signature Of Immediate Manager Company Chop & Date



Membership Application Form

Particulars

Type of Membership Applied for: (please tick one)

- Ordinary Individual – RM100 Associate Corporate – RM5,000
 Associate Individual – RM1,000 Student Member – RM10
 Ordinary Corporate (Refer to the table 2)

Registered Name of Company _____ Company Registration Number _____

Office Address _____

Full Name(s) of Members as per I/C

(1) Mr./Ms.* _____ (2) Mr./Ms.* _____ (3) Mr./Ms.* _____

New I/C or Passport no: _____ New I/C or Passport no: _____ New I/C or Passport no: _____

Position: _____ Position: _____ Position: _____

Email: _____ Email: _____ Email: _____

Phone: _____ Phone: _____ Phone: _____

Fax: _____ Fax: _____ Fax: _____

*delete as appropriate. *photocopy this form for additional names.

Description of Business _____

Contact Address (If different from the above) _____

Phone : _____ Fax : _____ Email : _____

I/We enclose a cheque _____ for RM _____ payable to “**CALL CENTRE ASSOCIATION (MALAYSIA)**”.

Signed & Chop : _____ Date : _____

Name : _____ Designation : _____

SUBSCRIPTIONS

The membership contribution is divided into five (5) categories:-

Table 1

Category	Annual subscription fee	Voting rights
Ordinary Individual	RM100	1
Associate Individual	RM1,000	1
Ordinary Corporate	Refer to Table 2	
Associate Corporate	RM5,000	3
Student	RM10	None

Table 2

Number of Employees in Organisation	Annual subscription fee	Voting rights
0-50	RM1,000	2
51-100	RM2,000	5
101-300	RM3,500	10
300+	RM5,000	15

Ordinary Corporate and Associate Corporate members who are interested in increasing their participation/voting rights can do so by registering their employees as Ordinary Individual or Associate Individual members at an annual fee of RM100 per person. Each member is entitled to one (1) voting right. All annual subscription shall be payable in advance within fifteen (15) days from the first day of each year. Payment shall be made to The Association's Treasurer. Any member who allows his arrears to be overdue for two (2) months shall be denied the privileges without notice until he settles his account.



2010 Important Dates

21 May

1. Pre-Awards briefing
2. Nomination form available
3. Evaluation templates will be provided to all entrants who have submitted nomination forms & payment

16 June

1. Deadline for nomination forms and payment submitted to CCAM Secretariat
2. Participants submit completed evaluation templates
 - 3 sets of CD (with separate file for personal photo and corporate in JPEG)
 - 3 sets of printed and combined templates

24 June – 8 July

Round 1 judging begins with desktop review

9 July

Round 1 judging ends

20 July

Announce results of Round 1 to participants

- Qualified to round 2; and
- Non successful candidate.

3 August – 30 Aug

Round 2 judging begins with face-to-face interviews, mystery shopper, onsite evaluation)

3 Sept

Round 2 judging is concluded

8 Oct

Awards are presented during the 11th CCAM Annual Contact Centre Awards Gala Nite

10 Nov

Post Awards Briefing
