

National Contact Centre Conference (NCCC) 2019

Date - 18 July 2019; Venue -The Hilton, Petaling Jaya

Actual Time	Item	Speaker/PIC
7.30am	Registration & Welcome Breakfast	
8.55am	Opening	Freda Liu - Emcee/Host
9.05am	Welcome Remarks by the Chairperson of the NCCC 2019	Vigneswaran Sivalingam, Org-Chair of the NCCC 2019
9.10am	Keynote Address from President, CCAM	Raymond Devadass, President of the Contact Centre Association of Malaysia (CCAM)
9.25am	Leading Malaysia's Digital Economy Forward	Hew Wee Choong, VP Investments at MDEC
9.40am	World's Best Nearshore - Connecting the dots	Zulfiqar Zainuddin, MD at i2M
9.55am	Making Connections - The Community, Corporate, Alliances and Malaysia	All
10.15am	Delight the Customer in the "Experience Economy" – Every Journey makes a Difference	Mark Harington, Director Solutions Sales Practices APAC, NICE
10.55am	Morning Break	
11.25am	The Future of Work and The Digital Workforce	Alex Koshy, Head of Sales ASEAN & Korea, Automation Anywhere
12.05pm	<panel> Power Play - State of the Industry session	Raymond Devadass, Byron, Nirinder and Munirah Looi; Moderated by Freda
12.50pm	LUNCH	
2.00pm	Spotlight Session 1 - "Telstra International - Enterprise Case Study"	Anila Fredericks, International Service Centres Principal, Telstra
2.00pm	Spotlight Session 2 - "The RHB Way"	Michelle Liew, Head of Group Customer Experience, RHB
3.00pm	Spotlight Session 3 - "Transformation - Next is Now; From the eyes of a contact centre practitioner"	Aminudin Zainodin, Head of Contact Center, Affin Bank
3.30pm	Afternoon Break	
4.00pm	Transforming Contact Centres: The Maxis Journey	Tan Cheong Tatt, Head of Enterprise Customer Experience & Commercial Management, Maxis Bhd
4.30pm	Branded Customer Experience - The Future is NOW	George Aveling, CEO TMI Malaysia
5.05pm	Bringing on the Next-Gen CX Workforce	Andy Cranshaw, Group Director Learning and Development, Teledirect Telecommerce
5.40pm	Closing Remarks by the Chairperson of the NCCC 2019	Vigneswaran Sivalingam, Org-Chair of the NCCC 2019
5.45pm	Wrap - up	Freda Liu - Emcee/Host



NEXT is NOW.

