

Category	Company Name	Award
Best Corporate Social Responsibility Award	American Express (Malaysia) Sdn Bhd	Gold
Best Corporate Social Responsibility Award	DHL Information Services (Asia-Pacific) Sdn Bhd	Gold
Best Digital Innovation Award	Daythree Business Services Sdn Bhd	Gold
Best Digital Innovation Award	Shangri-La Shared Services Sdn Bhd	Gold
Best Digital Innovation Award	DHL Information Services (Asia-Pacific) Sdn Bhd	Silver
Best Digital Innovation Award	Teledirect Telecommerce Sdn Bhd	Bronze
Best In house Inbound Contact Centre_Above 100 Seats	American Express (Malaysia) Sdn Bhd	Gold
Best In house Inbound Contact Centre_Above 100 Seats	United Overseas Bank (M) Berhad	Silver
Best In house Inbound Contact Centre_Above 100 Seats	Celcom Axiata Berhad	Bronze
Best In house Inbound Contact Centre_Under 100 Seats	American Express (Malaysia) Sdn Bhd	Gold
Best In house Inbound Contact Centre_Under 100 Seats	Celcom Axiata Berhad	Silver
Best In house Inbound Contact Centre_Under 100 Seats	Citibank Berhad	Silver
Best In house Inbound Contact Centre_Under 100 Seats	Shangri-La Shared Services Sdn Bhd	Bronze
Best In house Outbound Contact Centre_Under 100 Seats	American Express (Malaysia) Sdn Bhd	Gold
Best In house Outbound Contact Centre_Under 100 Seats	American Express (Malaysia) Sdn Bhd	Gold
Best In house Outbound Contact Centre_Under 100 Seats	American Express (Malaysia) Sdn Bhd	Gold
Best In house Outbound Contact Centre_Under 100 Seats	Celcom Axiata Berhad	Silver
Best Inbound Outsourced Contact Centre_Above 100 Seats	Concentrix Malaysia Sdn Bhd	Gold
Best Inbound Outsourced Contact Centre_Above 100 Seats	CONCENTRIX CVG MALAYSIA SDN BHD	Gold
Best Inbound Outsourced Contact Centre_Above 100 Seats	Teledirect Telecommerce Sdn Bhd	Silver
Best Inbound Outsourced Contact Centre_Above 100 Seats	EntServ Malaysia Sdn Bhd	Bronze
Best Inbound Outsourced Contact Centre_Under 100 Seats	CONCENTRIX CVG MALAYSIA SDN BHD	Gold
Best Inbound Outsourced Contact Centre_Under 100 Seats	EntServ Malaysia Sdn Bhd	Silver
Best Inbound Outsourced Contact Centre_Under 100 Seats	Concentrix Malaysia Sdn Bhd	Bronze
Best Inbound Outsourced Contact Centre_Under 100 Seats	Teledirect Telecommerce Sdn Bhd	Bronze
Best New Contact Centre	American Express (Malaysia) Sdn Bhd	Gold
Best New Contact Centre	American Express (Malaysia) Sdn Bhd	Gold

Best New Contact Centre

Teledirect Telecommerce Sdn Bhd

**Bronze**

Best Outbound Outsourced Contact Centre\_Under 100 Seats

Teledirect Telecommerce Sdn Bhd

**Bronze**

Best Social Media Program

Celcom Axiata Berhad

**Silver**