

Category	Company Name	Award
Best Digital Innovation Award	Citibank Berhad	Gold
Best Digital Innovation Award	AirAsia Southeast Asia (AASEA)	Silver
Best Social Media for Contact Centre	Malayan Banking Berhad	Silver
Best Social Media for Contact Centre	CIMB Bank Berhad	Bronze
Best Recruitment and Retention in a Contact Centre	DHL Express (M) Sdn Bhd	Gold
Best Recruitment and Retention in a Contact Centre	Malayan Banking Berhad	Silver
Best Recruitment and Retention in a Contact Centre	Concentrix CVG (M) Sdn Bhd	Bronze
Best Corporate Social Responsibility Award	Malayan Banking Berhad	Gold
Best New Contact Centre (Project)	Daythree Business Services Sdn Bhd (CIDB)	Gold
Best New Contact Centre (Project)	Young Living (M) Sdn Bhd	Silver
Best In House Inbound Contact Centre_Under 100 seats	DHL Express (M) Sdn Bhd	Gold
Best In House Inbound Contact Centre_Under 100 seats	Malayan Banking Berhad (Premier Card Services)	Silver
Best In House Inbound Contact Centre_Above 100 seats	Citibank Berhad	Gold
Best In House Inbound Contact Centre_Above 100 seats	Malayan Banking Berhad	Silver
Best In House Inbound Contact Centre_Above 100 seats	United Overseas Bank (M) Berhad	Bronze
Best Outsourced Inbound Contact Centre_Under 100 seats	AIA Shared Services Sdn Bhd (SINGAPORE CORPORATE SOLUTIONS)	Gold
Best Outsourced Inbound Contact Centre_Under 100 seats	Concentrix CVG (M) Sdn Bhd (KASPERSKY)	Silver
Best Outsourced Inbound Contact Centre_Under 100 seats	Concentrix CVG (M) Sdn Bhd (DELL SA)	Bronze
Best Outsourced Inbound Contact Centre_Under 100 seats	Concentrix CVG (M) Sdn Bhd (NIKE)	Bronze
Best Outsourced Inbound Contact Centre_Under 100 seats	Concentrix CVG (M) Sdn Bhd (ABBOTT)	Bronze
Best Outsourced Inbound Contact Centre_Above 100 seats	Concentrix CVG (M) Sdn Bhd (MICROSOFT)	Silver
Best Outsourced Inbound Contact Centre_Above 100 seats	AIA Shared Services Sdn Bhd (HKCC)	Bronze
Best In House Outbound Contact Centre	Malayan Banking Berhad	Silver
Best Business Continuity Plan Implementation in a Contact Centre	Malayan Banking Berhad	Silver
Best Business Continuity Plan Implementation in a Contact Centre	DHL Express (M) Sdn Bhd	Silver
Best Business Continuity Plan Implementation in a Contact Centre	AirAsia Southeast Asia (AASEA)	Silver
AWARD OF RECOGNITION	Young Living Malaysia	
AWARD OF RECOGNITION	AIA Shared Services Sdn Bhd	
AWARD OF RECOGNITION	United Overseas Bank (M) BHD	
AWARD OF RECOGNITION	DHL Express Malaysia Sdn Bhd	
AWARD OF RECOGNITION	Concentrix CVG Malaysia SDN BHD	