



Asia Pacific Contact Center Association Leaders



APCCAL EXPO

Sharing Experiences of
The Best Contact Center
Within The Region



20-21 October 2010
Nikko Hotel & Resorts Bali - Indonesia

INVITATION

I N T R O D U C T I O N



Asia Pacific Contact Center Association Leaders Expo

CONFERENCE | EXHIBITION | GALA DINNER

Sharing Experiences of The Best Contact Center Within The Region



»»» What is APCCAL ?

Asia Pacific Contact Center Association Leaders (APCCAL) is a non-financial institution which is a Contact Center advisory institute was first inaugurated on April 8, 2008 which was carried on in a ceremony in Singapore and is a first for contact center industry in the Asia Pacific.

APCCAL presence to better enable the exchange of best practices, Knowledge and Experiences among countries in Asia as well as network with fellow practitioners call centers in Europe and America. This will encourage growth and opportunity for more than one million contact center agents, managers and community levels through better customer interaction.

Members APCCAL including industry association comprised of:

- Australian Teleservices Association (ATA)
- Contact Center & CRM Association of Malaysia (CCAM)
- Contact Center Association of Philippines (CCAP)
- Contact Center Association of Singapore (CCAS)
- Contact Center Industry Association (CCIA)
- Customer Contact Management Association (CCMA)
- Call Center Information & Research Center (CIRC)
- China Contact Center & CRM Association (CNCCA)
- Hong Kong Contact Center Association (HKCCA)
- Indonesia Contact Center Association (ICCA)
- Taiwan Contact Center Development Association (TCCDA)

Conference 20-21 October 2010



Conference Day #1

8:00	Registration		
8:30	Dance Performances (Balinese Dancer)		
8:45	Opening Speech : Committee Chairman		
8:50	Opening Speech : Ministry of Communication and Information Republic Indonesia (*)		
9:10	Overview about Indonesia and Contact Center Indonesia		
9:40	APCCAL Leaders Panel Update		
10:00	Coffee Break		
10:30	Sponsor : Presentation		
11:00	Dr Catriona Wallace Director callcentres.net : Current Trends in Workforce Optimization, Benchmarking Data from APAC, US, Canada and Latin America		
11:30	Rob Delnoij ,Director BCMField Enablement, SAP Business Communications Management : Communication Enabled Business Processes		
12:00	Lunch		
13:00	Introduction about the competition	Introduction about the competition	Introduction about the competition
13:15	Session #1 : Technology Innovation (BANK CENTRAL ASIA - Indonesia)	Session #1 : Human Resources Program (BANK CENTRAL ASIA - Indonesia)	Session #1 : Business Contribution (BANK MANDIRI - Indonesia)
14:15	Session #2 : Technology Innovation (Australia - ATA/CCMA)	Session #2 : Human Resources Program (Australia - ATA/CCMA)	Session #2 : Business Contribution (Australia - ATA/CCMA)
15:15	Coffee Break		
15:30	Sponsor : Presentation		
16:00	Session #3 : Technology Innovation (Australia - ATA/CCMA)	Session #3 : Human Resources Program (Australia - ATA/CCMA)	Session #3 : Business Contribution (Australia - ATA/CCMA)

Conference Day #2 & Gala Dinner

8:00	Session #4 : Technology Innovation (BANK MANDIRI - Indonesia)	Session #4 : Human Resources Program (ANUGERAH PHARMINDO LESTARI - Indonesia)	Session #4 : Business Contribution (BAKRIE TELECOM - Indonesia)
9:00	Session #5 : Technology Innovation (Malaysia)	Session #5 : Human Resources Program (Malaysia)	Session #5 : Business Contribution (Malaysia)
10:00	Coffee Break		
10:30	Session #6 : Technology Innovation (China, Taiwan, Hongkong)	Session #6 : Human Resources Program (China, Taiwan, Hongkong)	Session #6 : Business Contribution (China, Taiwan, Hongkong)
11:30	Sponsor : Presentation	Allen Woo, Plantronics, Contact center hearing protection, regulation and best practice in developed countries	Sponsor : Presentation
12:00	Lunch		
13:00	Session #7 : Technology Innovation (China, Taiwan, Hongkong)	Session #7 : Human Resources Program (China, Taiwan, Hongkong)	Session #7 : Business Contribution (China, Taiwan, Hongkong)
14:15	Session #8 : Technology Innovation (Korea, Philippines, Singapore)	Session #8 : Human Resources Program (Korea, Philippines, Singapore)	Session #8 : Business Contribution (Korea, Philippines, Singapore)
15:15	Coffee Break		
15:30	Session #9 : Technology Innovation (Korea, Philippines, Singapore)	Session #9 : Human Resources Program (Korea, Philippines, Singapore)	Session #9 : Business Contribution (Korea, Philippines, Singapore)
16:30	Judge Panel Discussion		
Gala Dinner			
18:30	Registration		
19:00	Dance Performance		
19:15	Opening Speech : Committee Chairman, Government Representatives, and Judge (*)		
20:00	Present In-Country Awards for Indonesia, Australia, China, Hongkong, Korea, Malaysia, Philippines, Singapore, Taiwan, Thailand).		
21:00	Performance		
21:30	Present APCCAL Expo Awards		
22:30	Closing		

(*) On Confirmation





»» What You Can Get in APCCAL Expo Bali?

Many things can be found at the vent of this APCCAL Expo. This event is not only a meeting place for contact center practitioners from the Asia pacific countries, but more than that, a lot of interesting things that can be obtained which would be very useful for contact center development in each country, such as :

1. You can visit our exhibitions from major contact center technology vendors, outsourcing providers and we will show you the best Video Contact Center Indonesia.
2. You also can exchange experiences about contact center operation in the global contact center, with the winners of the best contact center

within Asia Pacific region.
 3. You can participate on our conference about Contact Center which all the participants are from Asia pacific and of course the presenter are the winner of the best Contact Center representative from each country, it is also followed by practitioners contact center of Asia Pacific.

»» Enjoy Bali !

Bali, a tropical island in the Indonesian archipelago, the perfect holiday destination for all ages offers something for everyone. This tropical paradise has a unique blend of modern tourist facilities combined

with wonderful shopping and a rich past and heritage. a place shopper's paradise particularly for casual and tailored clothing, locally made jewellery, handicrafts, antiques and artifacts. Leather ware is one of the unexpected local bargains with everything from handbags through to tailor made leather jackets and coats, all at unbelievable prices. Some of the best surfing beaches in the world can be found on the western side of the island whilst conversely the eastern side is a wonderful haven for families, with beautiful white sand beaches and gentle seas. Bali has it all.



Host



Members



Sponsors

Platinum



Gold



Media Partners



Indonesia Contact Center Association

