

PUBLIC WORKSHOP

CERTIFIED CONTACT CENTRE MANAGER (CCCM)

Duration: 2 Days



Follow us on
our Social Media



Contact us

info@atcen.com

+603-77282623

+60 18-233 0760



Contact Centre
Association of Malaysia



www.atcen.edu4u.today

Workshop Description

The Certified Contact Centre Manager (CCCM) is developed for Contact Centre management teams. It is a comprehensive program that provides an overview of Customer Experience Management (CEM) and the role the Contact Centre plays within the whole CEM framework.

It also develops better insights into the challenges of day-to-day Contact Centre operations management focusing on the people, process and technology. This workshop is for individuals who leads a Contact Centre and needs to develop advanced Contact Centre leadership competencies to transform their operations into a successful customer contact Centre.



www.atcen.edu4u.today



Workshop Learning Objectives

- Develop an overview understanding of organizational Customer Experience Management
- Execute effective Contact Centre Management operations through an improved understanding of key elements required for high performance;
- Understand the fundamentals of a high energy Contact Centre environment;
- Develop competency in a Contact Centre Manager with the knowledge and skills to manage and maximize internal resources;
- Gain knowledge on current world-class benchmark practices;
- Develop a deep understanding of performance metrics and how to predict it's effects;
- Provide morale and performance boosters for the Contact Centre management team.

Who Should Attend

- Operations Managers
- Operations Support Managers
- Senior Team Leaders
- Potential Contact Centre Managers
- Contact Centre Support Department Managers



Workshop Outline / Agenda

Day 1

9:00am – 1:00pm

STRATEGY

Introduction

- The Evolution of Customer Service to Customer Experience
- Differences Between Customer Experience, Customer Relationship Management (CRM) and Customer Service
- Customer Experience Roles – Senior Management, Marketing, Human Resources, Operations, Sales, Research & Development, IT.

Module 1: Executing Customer Experience Management

- Understanding the Importance and Role of a Contact Centre within the CEM Framework
- The Importance of a Strategic Foundation for a Contact Centre
 - Vision
 - Mission
 - Values

Activity: Developing the Contact Centre charter for operational focus

Module 2: Customer Relationship Done Right

- Exceeding Customer Delight – The Way Forward
- Creating the Branded Customer Experience
- Service Products vs. Manufactured Products – Key Differences / Key Similarities

Activity: Developing differentiation for external and internal customers in your Contact Centre

2:00pm – 5:00pm

PEOPLE

Module 3: Controlling Turnover in Your Contact Centre

- Understanding the High Turnover Phenomenon
- Defining the Turnover Challenge – Positive and Negative Attrition
- Effective Measures to Manage Turnover Rate

Discussion and sharing: Case study analysis and developing stop-gap measures

Day 2

9:00am – 1:00pm

Module 4: Recruiting the Right Professionals for Your Contact Centre

- The Importance and Key Elements In Recruiting The Right Professional for Your Contact Centre
- Identifying Your Staffing Philosophy and Procedures
- Identifying Agent Competencies and Developing Behavioral Interviewing Skills

Activity: The recruitment grid and behavioral interviewing simulation

Module 5: Counsel, Coach, Train and Develop (CCTD) The Contact Centre Professional

- What is CCTD and How it Works in a Contact Centre
- The CCTD Approaches for Various Types of Contact Centre Professionals
- The Practice of Continuous and Consistent CCTD

Role-play: Scenario based coaching role-plays

OPERATIONS

Module 6: Transforming Contact Centre Metrics to Your Advantage

- Understanding Contact Centre Numbers for Performance
- The 5 Key Rules of Measurement Techniques
- Identifying Your Contact Centre's Key Performance Indexes
- Performance Analysis Tool
- Determining Metrics Indicators
- Performance Dashboard Metrics
- Benchmarking Your Service Level
- Ownership of Measurements

Activity: Dashboard analysis and evaluation of suitability of measurements to Contact Centre objectives

2:00pm – 5:00pm

Module 7: Call Forecasting and Staff Scheduling

- Understanding Inbound Call Volume Characteristics
- Forecasting Methods – Time Series Forecasting and Explanatory Forecasting
- Staff Schedule Development – How Many Agents?
- Developing and Implementing an Effective Roster
- Developing the Key Components of a Successful Action Plan

Activity: Case study and knowledge sharing on ideal approach to schedule communication for your Contact Centre

Workshop Outline / Agenda

Day 3

9:00am – 1:00pm

Module 8a: AI Augmentation and Applications in Contact Centre Training

- Understanding AI and its Functionalities
- Leveraging on AI's Potential in Augmenting Individual Performance
- AI in Content Creation & Design
- AI in Delivery Enhancement
- AI in Audience Engagement & Interaction

Module 8b: Aligning Contact Centre and Personal Strategic Focus

- Setting Realistic Objective, Goals and Targets
- Developing the Key Components of a Successful Action Plan
- Managing Change in a Performance Focused Contact Centre

Activity: Self-reflection and goal setting post-workshop

2:00pm – 4:00pm

TECHNOLOGY

Module 9: Contact Centre Tools and Technology

- Understanding ACD, IVR and CRM Technology
- The Purpose and Impact of ACD, IVR and CRM Technology
- Various Types of e-Support Tools: e-learning & knowledge management

Activity: The Contact Centre technology blueprint challenge

Review and Examination

Training Methodology

The training methodology will be based on the **ATCEN PEAK** methodology.

This includes:

- Pre learning & Post learning
- Group activities / Exercises
- Discussions
- Presentations
- Lots of reflection and sharing

**Certificate of Completion
awarded by Western
Kentucky University (USA)**



Certification is dependent on the following:

- Full Class Attendance
- 2-Part Assessment comprising of:
 - a) Part 1 - 40 Multiple Choice Question (40%)
 - b) Part 2 – 3 Subjective Questions (60%)
- Passing score is **80 percent or higher**.



Companies that have attended "Certified Contact Centre Manager" since 2010 and more

AIA Shared Services Sdn Bhd
ADT Service (M) Sdn Bhd
Agensi Kaunseling Dan Pengurusan Kredit (AKPK)
Alcatel-Lucent Malaysia Sdn Bhd
Averis Sdn Bhd
Bank Islam Malaysia
Bank Muamalat
Bank Rakyat
Bonuslink
Canon Marketing (M) Sdn Bhd
Cigna
CL Computer (M) SB
CSC Malaysia Sdn Bhd
Digicert Sdn Bhd
E-Genting Sdn Bhd
EON Bank
Etika Insurance & Takaful
FCS Computer Systems Sdn Bhd
Felda Prodata System Sdn Bhd
FlyFirefly Sdn Bhd
Highpoint Services Network SB
Healthmetrics

HRD Corp
Indah Water Konsortium
Institut Jantung Negara
Institut KWSP
iPerintis Sdn Bhd
Johnson Controls (M) Sdn Bhd
Kompakar eRetail Sdn Bhd
Kumpulan Wang Persaraan (Diperbadankan) (KWAP)
Kumpulan Wang Simpanan Pekerja (KWSP)
Manulife
Maybank
MEASAT Broadcast Network Systems Sdn Bhd (ASTRO)
MSIG Insurance (Malaysia) Bhd
OCBC Bank (M) Bhd
Perbadanan Usahawan Nasional Berhad
Pernec Corporation Berhad
Petronas
Petronas Digital
Pharmaniaga Logistics Sdn Bhd
Professional Advantage Sdn Bhd

Protecthealth Corporation Sdn Bhd
Prudential Assurance Malaysia Bhd
Prudential BSN Takaful Berhad
ResMed
Royal Selangor Sdn Bhd
Seagate
Siemens Malaysia Sdn Bhd
SIGMA
SIRIM Training Services Sdn Bhd
Star Publication (M) Bhd
Strateq Global Services Sdn Bhd
Sudong Sdn Bhd
Takaful Ikhlas Sdn Bhd
Telekom Malaysia Berhad
Tenaga Nasional Berhad (TNB)
TGV Cinema
TT dotCom Sdn Bhd
U-Mobile
United Overseas Bank (Malaysia) Bhd
Vads Berhad
Vision IP Services Sdn Bhd
Watson's Personal Care

PARTICIPANTS FEEDBACKS

Keep up the good work, Mr. Ken! I will see you in the next course! Thank you for your assistance. It makes me very understand and clear about whole contact centre operation. TQ! – Senior Executive, Perbadanan Usahawan Nasional Berhad

"It is an effective program and give very detailed insights of Contact centre especially for inbound calls and front liners of Contact centre." – Vice President, United Overseas Bank

Facilitator/ Speaker is well equipped with industry experience. Interactive & easy to understand. Effective & useful insights for us to better planning for my department." – Asst Customer Service Manager, TGV Cinema

"Mr. Ken has done a good job by encouraging all the participants positively. Good communication skills. More reliable on the emotional & consistency service continuously to him provided. Well done"

"Facilitator delivered knowledge very clear and he is very experienced."

"The workshop was conducted in a very effective methodology. The workshop was fruitful & relevant to our job task. Very interesting workshop. Excellent presenter / facilitator."

"Easy to understand, very interesting and interactive. Facilitator are lively"

22nd

**Session Since
2010**

99%

**Score on Trainer's
Feedback
(October 2023)**

153

**Numbers of
participants that have
joined this course
(public workshop)
since 2010**

Formal and Professional Education

- BSc in Marketing and Organizational Communication (University of Oklahoma, USA)
- Bachelor of Business Administration (with Distinction) (University of Oklahoma, USA)

Certifications

- Certified Professional Speaker / Certified Support Manager (Service Support Professionals Association of America)
- Certified NLP Practitioner / Certified NLP Coach (NFNLP)
- Certified Associate Coach (CCA and MACC)
- Certified Master Trainer (Western Kentucky University, USA)
- HRD Corp TTT Certified and Accredited Trainer (PSMB)
- Notable Judge, by Customer Relationship Management & Contact Centre Association of Malaysia (CCAM) for annual CRM & CCAM awards

Ken has been in the forefront of the Asian sales and customer interaction management industry since the mid-90's and is better known as "Sifu" to his peers, colleagues, partners and customers.

With more than 25 years of both strategic and operational service, sales and customer interaction experience, Ken is an author of numerous articles and has conducted in-depth research and studies on CX, sales, marketing, contact centers in Asia Pacific. Dynamic and energetic, he is a much sought after speaker and has been involved in providing strategic directions for the Asian service, sales, marketing and customer contact management industry through consulting, summits, congresses, conferences and knowledge sharing tradeshows. He is nominated by the Customer Relationship Management & Contact Center Association of Malaysia (CRM & CCAM) as one of the notable judges in the highly recognized CRM & CCAM Annual Awards in the individual and operations categories since 2005.

His expertise has led to consulting and performance enhancement engagements regionally with Multi-national Companies, Large Local Conglomerates and Government Linked Companies, where he focuses on the mission critical aspects of Contact Center service, sales, marketing and customer interaction Strategic Sales and Service Blueprint design, Turnkey Contact Center projects, Human Capital Recruitment & Development, Service, Sales & Marketing Framework, People Motivation & Teamwork, Business Development, Key Account Servicing, Business Process Rejuvenation, Performance Management implementation and Contact Center Management.

Ken first became involved with Contact Centers and customer interaction in the mid-80's while he was still in America. Since then, he has held a variety of leadership, management and operational roles in service, sales and marketing for major service and sales operations. Ken is also a pioneer/owner of the first premier cyber cafe chain in Malaysia and has held key positions in many organizations such as Senior Consultant with the largest Business Process Outsourcing organization in Asia, Head of Technical Support for the Nokia Care Line responsible for supporting the Southeast Asia and Asia Pacific region, Contact Center and Marketing Consultant for Microsoft Malaysia to Sales and Marketing Manager for the Kirby Company, USA and many more.



Companies Ken Ng has trained inhouse:

A&W Malaysia, ABS, Ace Synergy, ADT Services, AEON Credit, Affin Bank, AIA, AIA Shared Services, AIG, Air Selangor, Alliance Bank, Alphamatic, Alphamatic Sys., AmAssurance, AmBank, American Express, AmG Insurance, Amanah Raya Berhad (ARB), AON Malaysia, Asia Assistance Network (AAN), ASTRO, ATOS Services, Aviva, AXA Affin BCG, Bank Islam, Bank Negara Malaysia (BNM), Bank of China, Bank of Maldives, Bank Rakyat, Big Dutchman, Big Pay, Belkin, BeMis, BMW, Boehringer Ingelheim, Bosch, Boustead, BSN, Bursa Malaysia
Canon Malaysia, Carlsberg Malaysia, CCAM, CCM, Celcom, Celcom Axiata, Century Battery, Century Logistics, Cerebos, Chevron Malaysia, CIMB Aviva, CIMB Group, Citibank Malaysia, City-Link Express, Club 21, Club Med, CNI, Colgate Palmolive, CommerceDotCom, Crowne Plaza Hotels, CSC Malaysia, Cuckoo
Da Ma Cai, Dagang Net, Danone Dumex, DayThree, Dell Asia Pacific, Dhiraagu (Maldives), DHL Express, DiGi, DST (Brunei)
E-Genting Berhad, Easy Call, EON, EON Bank Group, Etiqa Insurance, Exxon Mobil
F-Secure, F&N Dairies, Faber Medi-serve, Festo Malaysia, Fresenius Medical, Fuji Xerox
GAB, Genting Group, Gleneagles Hospital, Glenmarie Properties, GRAB, Grand-Flo Berhad, Great Eastern Life Assurance
Hap Seng Group, Hei-Tech Padu, Heidelberg, Henry Butcher, Hewlett Packard, Hilton Hotels, Honda Malaysia, Hong Leong Bank, Huayang
IBM, IBBM, ICI Paints, iCimb, iMoney, Indiana University, USA, Indah Water Consortium (IWK), ING, Inter-Touch, Intel, IOI Properties, iPerintis, IT-365, DHL IT
Jebsen & Jessen, Johnson Controls, Juristech KBU, Kementerian Kesihatan Malaysia (KKM/MOH), KIBB, Khazanah Nasional, Kirby Company, USA, KWAP, KWSP
L'oreal, Lafarge, LB Aluminum, Lenovo, Lexus Malaysia, LHDN, Lion Petroleum Products
MAA, Malaysian Oxygen (MOX), ManU Life, Mary Kay, Masterskill, Maxis, Maybank Group, Mazda, MDEC, Mercedes Benz, Merck, Mesiniaga, Microsoft, Microsoft Malaysia, Mines Marketing, Mitsui OSK Lines, Mitsui Soko, MMC-Gamuda, Monarch, Mondelez, MSIG, MYOB Asia
Nestle Malaysia, Nike Malaysia, Nokia Asia Pacific, NTT Docomo, Nu Skin
OCBC, Orisoft System
Paradise Resorts, ParkRoyal Hotels, PayPal, Petronas, Pfizer, Pharmaniaga, Phillips, Polyplastics, POS Malaysia, Prometric, Proton Edar, Prudential, PSDC, Public Mutual
RHB, Real Rewards, Reckitt Benckiser, ResMed, Ricoh, Royal Selangor
Samling, Samsung, SCAN Associates, SCICOM, SCOPE International, Shangri-La Hotels & Resorts, Shell, Siemens, Silverlake, SNE Marketing, SONOCO, Sony Malaysia, Southern Bank Berhad (SBB), SP Setia, SRG, Standard Chartered Bank (SCB), STAR Publications, Stem Life Malaysia, Sudong, Sunway Group, Super Pages, Suruhanjaya Syarikat Malaysia (SSM), Swiss-Garden, SYABAS
Takaful Malaysia, Taylor's Education Group, Teledirect, Telekom Malaysia (TM), TGV Cinemas, Time dotcom, TNB, TNT, Tokio Marine, Touch n Go, Toyota Capital, TYCO
UEM-Sunrise, UMMC, Uni of Oklahoma, UMW Toyota, UOB, UOB Centre of Excellence
VADS, Vale, Vsource
Watsons
Yamaha Motors, Yeo Hiap Seng (M)
Zenith Media, Zuellig Pharma



Over 25 years of training, Ken's passion for developing people has provided him with the privilege of accumulating the following experience.



Data as of January 2025

NAJIB ABDUL WAHAB has over 19-year experience in Contact Centre Industry servicing wide range of products and services for local, regional, and international markets.

NAJIB has a wide spectrum of experience in Contact centre management ranging from frontline customer management to backend supporting roles. This includes managing operations performance improvement, reporting and workforce functions, process enhancement, system and technology flow and design, and customer service interactions. His extensive experience allows him to understand critical requirements needed to operate, manage and maintain an efficient and high performing Contact Centre Operations. His achievements include cost savings activities, system migration exercise, and contact centre start up planning and implementation.



From March 2015 to June 2019, NAJIB WAHAB helmed the Technical Helpdesk for a national telecommunication giant as its Operations Director in managing more than 1,000 operations staff from four different sites attending to more than 500,000 transactions per month. Prior to serving that role, he was the Client Accounts Manager and Financial Analyst for the same account. His last assignment was to manage and lead a Client Accounts Management Team responsible for 27 clients with a total revenue of more than RM170 million. His clients ranges from Government Link entities to Multi-Nationals outfits for Inbound, Outbound and Digital channels, including managing his previous telecommunication accounts via its financial and governance aspects.

NAJIB WAHAB has introduced and successfully executed innovative approaches and initiatives such as group interviewing methodology for hiring strategy, data and system migration exercise, reporting approach to monitor performance, process and financial improvement exercises including realizing a “Work from Home” concept for contact centre operations.

In 2016, NAJIB WAHAB led his Operations team in earning the Silver Award for Malaysia’s Best Contact Centre Champion for above 100 seats, an annual national award program organized by Contact Centre Association of Malaysia. NAJIB himself was an award winner having won the Customer Service Professional Support Specialist Award in 2004.

Retired in 2019 from full time work, NAJIB focuses on freelance work and is involved in the Contact centre Association of Malaysia as an ordinary member. In 2020 until 2022, NAJIB was appointed as a judge to assess and evaluate entries vying for the Best Contact centre Individual and Corporate Performers in Malaysia.

During his free time, NAJIB is an avid chess Arbiter and Organizer, and was appointed as Honorary Secretary of the Malaysian Chess Federation in 2019. In 2012, he was awarded the title FIDE Arbiter by the world chess body, and in 2020 earned the title FIDE Instructor after passing the Seminar requirement held by FIDE Trainer’s Commission. NAJIB has managed various National and International chess events including the record-breaking Malaysia Books of Record of managing almost 2,000 players in a single one-day event at the 2018 Putrajaya Chess Festival.



Since 2006, ATCEN has been working with Western Kentucky University, Division of Extended Learning and Outreach (DELO). This collaboration of industry experts and academics resulted in Malaysia's 1st home grown series of Certified Programs for Contact Centre.



ATCEN



ATCEN is Asia's leading people development company. Since 2003, we have been conducting business training, business events and business advisory for professionals and businesses worldwide. ATCEN is 5-Star Training Provider registered with HRD Corp and also the collaborative partner with John C. Maxwell trainers in Malaysia.

www.atcen.com

Western Kentucky University (WKU) has its roots in 1875. Today, this Top Rank State University located at Bowling Green, Kentucky, USA is home to over 22,000 students from all over the world. WKU offers over 79 Academic Majors and 84 Academic Minors Undergraduate Courses.

www.wku.edu

OUR CLIENTS

AB Mauri	DKSH Malaysia	Luno	ResMed
ACSON Malaysia	Duopharma	Lexus	RHB Bank
AEON Credit	E.H. Utara Holdings	llaollao	RHB Insurance
Affin Holdings	Eastern Pacific Industrial Corporation	Maclean Services	RIA IME
Agensi Kaunseling & Pengurusan Kredit (AKPK)	Edaran Otomobil Nasional	Mah Sing Group	Ricoh
Agro Bank	Edaran Tan Chong Motor	Majlis Amanah Rakyat (MARA)	Robert Bosch
AHAM Asset Management	ELK Desa	Malakoff Utilities	Royal Selangor Marketing
AIA Group	ELKEN	Malaysia Airlines	Samsung Malaysia
Air Asia	Entegris	Malaysia Airports	Sanofi-Aventis
Airfoil Services	Envo BPO	Malaysian Life Reinsurance	Sarawak Energy
Air Liquide	Eppendorf	Malaysian Rubber Council	Sarawak Information Systems (SAINS)
Air Selangor	Etiqa Insurance	Malaysian Resources Corporation	Sarawak Metro
Ajinomoto	EXACT Malaysia	Mandarin Oriental Kuala Lumpur	Schlumberger
Al-Futtaim	Exxon Mobil Corporation	Manpower Staffing Services	Seagate
Al Rajhi Bank	F&N Dairies (Malaysia)	Manulife	Securiforce Logistics
Alam Flora	Felda Group	Mary Kay	Securities Industry Development Corporation
Alliance Bank	Fibertex Personal Care	Mass Rapid Transit Corporation	SEGi College
Allianz	FireFly	Maxis	Senheng Electric (KL)
Amanah Raya	FoodPanda Malaysia	Maybank Group	Shangri-La Hotels
Amanah Saham Nasional (ASNB)	Fuji Xerox Malaysia	Mazars	Shell
AmBank	Fujitsu Telecommunications	MBSB Bank	Siemens Group
Amcorp	Gamuda	MCIS	Silverlake
AmGeneral Insurance	GCH Retail	MCMC	Sime Darby
Amway	General Electric	Measat Broadcast Network Systems	SME Bank
Apex Dental	Generali Insurance Malaysia	Media Prima	SME Corp
ASTRO	Gene Martino	Mercedes-Benz Malaysia	Sony EMCS
Atomy	Genting Malaysia	Merchantrade Asia	Sonoco Products
Auto Bavaria	Gleneagles Kuala Lumpur	Mesiniaga	SP Setia
Averis	Golden Screen Cinema	MIDA	SRG Asia Pacific
AXA Group	GRAB Malaysia	Microsoft	Standard Chartered Bank
B Braun Medical Industries	Grand-Flo	MIDF Property	Star Publication
Bacteria Free Water Filter	Grand Millennium Hotel	MIMOS	StemLife
Baker Hughes Malaysia	Great Eastern	MISC	Success Electronics
Bangkok Bank	Gucci (Malaysia)	MIT Insurance Brokers	Sudong (Singtel)
Bank Islam	GuocoLand	Mitsubishi Motors	Sumitomo Mitsui Banking Corporation
Bank Rakyat	Habib Jewels	MMC Corporation	Sunpower Malaysia Manufacturing
Bank Muamalat	Hai-O Enterprise	MNRB Holdings	Sunway Group
Bank Negara Malaysia	Halal Industry Development Corporation	Monash University	Suruhanjaya Syarikat Malaysia (SSM)
Bank of China	HAVI Logistics	Mr. D.I.Y	SWIFT Support Services Malaysia
Bank of Maldives	HealthMetrics	MSIG Insurance	Symphony BPO
Bank Simpanan Nasional	Heineken Malaysia	Mydin Mohamed Holdings	Takaful Ikhlas
BASF Petronas Chemicals	HeiTech Padu	MYOB Asia	Taylor's University
Bausch & Lomb	HELP University College	NAIM	Telecontinent
BBDO Asia	Hilti Asia IT Services	Nanyang Press	Tele-Flow
BD Agriculture	Hitachi eBworx	Naza TTDI	Telekom Malaysia
Berjaya Sampo Insurance	Honda Malaysia	NEC Corporations of Malaysia	TGV Cinemas
Bermaz Motor Trading	Honeywell	Nestle Products	The Food Purveyor
BigPay	Hong Leong Group	Nike Sales Malaysia	The Hilton Group
Blackhem	Hospital Pusrawi	Nirvana	The New Straits Times Press
BMW Group	HSBC Bank	Nistrans	TIME dotcom
Bonuslink	Hua Yang	Nokia	TMC Care
Boustead	Huawei Technologies	Northport	TNB
Bridgestone	IBM Malaysia	NS BlueScope	TNT Worldwide Express
British Council	IBPO Group	OCBC Bank	Tokio Marine Insurans
Brother International	iFast Service Centre	OMRON Malaysia	Top Glove
Bursa Malaysia	IJM Corporation	Pacific Mutual Fund	Toshiba
ByteDance (TikTok)	IKEA Malaysia	Panasonic	Touch 'n Go
Canon Marketing	Infineon Technologies	PayNet	Tourism Malaysia
Carlsberg	Inokom Corporation	PayPal	Toyota
CCM Pharmaceuticals	Institut Jantung Negara	Pembangunan Sumber Manusia (PSMB)	Toyota Capital
Celcom	Intel Malaysia	Penang Port	Toyota Tsusho
Cement Industries of Malaysia (CIMA)	International Medical University	Penang Skills Development centre (PSDC)	Toyo Tyre
Cerebos	International School of Kuala Lumpur (ISKL)	Perkeso	U Mobile
Chin Hin Group	INTI College	Pernec	UEM Group
Chuan Huat Resources	IOI Group Corporation	Perodua	UITM
Chubb Insurance	IPG Mediabrands	Petronas	UKM Group
CIDB	Iskandar Investment	Pfizer	UMW Group
Cigna International Health Services	Jobstreet Malaysia	Pharmaniaga	United Overseas Bank (UOB)
CIMB Bank	Johnson Controls	PHHP Marketing	UOA Group
Cisco Systems Malaysia	Johor Corporation	PLUS	VADS
Citibank Malaysia	Johor Port	Pokka Ace	Vale Malaysia
ClubMed	Jotun Paints	Polyplastic	ViewPoint Research Corporation
Columbia Asia	Juristech	Pos Malaysia	Volvo Malaysia
Continental Tyre PJ Malaysia	KDU College	PPG Coatings	Wasco Berhad
Credit Guarantee Corporation	Kementerian Kesihatan Malaysia	Prasarana	Waterco
CTOS Data System	Kementerian Pelajaran Malaysia	Primer Kenrich	Watsons Personal Care Store
Cuckoo	Kenanga Investment Bank	Prince Court Medical Centre	Weir Minerals
Cycle & Carriage	Kerry Ingredients	Prokhas	Western Digital
Daikin Refrigeration Malaysia	Khazanah Nasional	Prometric Technology	Wilmar
Danone Dumex	KLK Oleo Group	ProMinent Fluid Controls	WISE Payments
DayThree	KPJ Healthcare	ProtectHealth Corporation	Worldline
Dagang Net Technologies	KPMG Malaysia	Proton Holdings	X-FAB Sarawak
Decathlon Malaysia	Kumpulan Wang Persaraan (Kwap)	Prudential	Yeo Hiap Seng (Yeo's)
Dell Asia Pacific	Kumpulan Wang Simpanan Pekerja (KWSP)	PTPTN	YTL Corporation
Dhiraaghu Maldives	Kuwait Finance House	Public Bank	Zakat Selangor
DHL Group	Lee Kum Kee	QES Group	Zenith Media
Digi	Lembaga Hasil Dalam Negeri (LHDN)	QSR Brands	Zuellig Pharma
DRB-Hicom	Lembaga Tabung Angkatan Tentera (LTAT)	Reckitt Benckiser	Zurich Insurance

CAPACITY BUILDING

ATCEN provides hands-on capacity building services that assist companies in developing and optimizing their business processes. Our Capacity Building services are divided into three main categories: Organizational Strategy Enhancement, Enterprise Customer Experience and Contact & Customer Interaction Centre. By supporting you on these three categories and their intersection, we can help your company develop your organization's growth and capacity.

Amanah Raya Berhad

(Malaysia's premier trustee company wholly owned by the Government of Malaysia)
Service mindset and Delivery transformation for branches and Contact Centre.

Bank of China

Developed the service behaviours for front line staff in Malaysia and trained BOC Trainers from China on implementation.

Digi Telecommunications

(Mobile service provider in Malaysia)
Service Mindset and Transformation for Front Line and Contact Centre branding. Assist in the development of the SME Business Sales Division.

DHL Express

Process improvement and training development of Customer Interaction Centre.

Employees Provident Fund (KWSP)

(Malaysia's and one of the world's oldest provident funds)
Part of KWSP Transformation Implementation. Managed the People and Mindset Segments of the Project. Been involved since 2010 and ongoing.

interTouch

Improving the CX experience and Contact Centre process for global operations.

Maybank

(Malaysia's largest financial services group and the leading banking group in South East Asia)
Setting up of Maybank Group Contact Centre with Hewlett Packard as the Project Leader.

Bank Rakyat

Consulting, Training and Auditing their new Contact Centre setup.

CIMB

(Leading ASEAN universal bank and one of the region's foremost corporate advisors)
Front Line and Contact Centre transformation and roll out Regionally. This was delivered during CIMB group restructuring in 2006-2007.

Dell

Regional trainer for their global customer initiative

Etika

(Leading insurance and takaful business in ASEAN. It is part of the Malaysian banking group, Maybank)
Supported the re-branding of Maybank Ageas to ETIKA. Involved in Value and CX immersion of Branches and Contact Centre.

Hong Leong Bank

(Major public listed banking group in Malaysia)
Developed and Trained the Touch CX Spirit in HLB. Involved in numerous CX initiatives across several divisions and overall trained nearly 80% of their total staff-force.

Maxis

(Leading communications service provider in Malaysia)
Upskill and Develop the SME Division employees and partners. Includes digitalisation education of the various platforms as Maxis becomes a technology company. Been involved since 2016 and ongoing.

SP Setia Berhad

Developing and enhancing the CX and interaction process in HQ and Branches.

**For more info and
Registration Form,
please contact:**

**03-7728 2623 or
e-mail to:
info@atcen.com**