



CCIA Events of 2009

Call Center Industry Association (CCIA) Thailand

| Month | Date | Time | Venue | Topic | Speaker | Company |
|-----------|-----------|---------------------|---|--|-------------------------------------|-----------------------|
| January | 16-Jan-09 | 09:00 AM - 12:00PM | Catleya 2, 3 rd Fl.,The Ambassador Hotel | Call Quality Calibration | Jeannie Quek | Fusion Consulting |
| February | 20-Feb-09 | 09:00 AM - 12:00PM | Salathai ,3rd Fl.,The Ambassador Hotel | What is happening in call centers in Thailand and the region? | Mark Manolas | Chairman of CCIA |
| March | 26-Mar-09 | 09:00 AM - 12:00PM | Catleya 2, 3 rd Fl.,The Ambassador Hotel | The ten golden rules to listen,lead and leaders succeed for customer service and call centre | Sidney Yuen | Convergys Corporation |
| April | 23-Apr-09 | 09:00 AM - 12:00PM | Catleya 2, 3 rd Fl.,The Ambassador Hotel | Leadership Organization You Are The Key!! With The Power of THREE | Paveenawat pongphanusorn | Trainer & Consultant |
| May | 29-May-09 | 09:00 AM - 12:00PM | Catleya 2, 3 rd Fl.,The Ambassador Hotel | Worldwide trends and operative consequences | Johan Mathson | 3S International |
| June | 11-Jun-09 | 06:30 PM - 09:30 PM | Indian Host Restaurant , Sukhumvit Soi 22 | CCIA Networking Night | Paveenawat pongphanusorn | Trainer & Consultant |
| July | 20-Jul-09 | 09:00 AM - 12:00PM | Orchid 1, 3rd Fl.,The Ambassador Hotel | How to complete the template, Q&A and how to prepare for the judges | Mark Manolas | Chairman of CCIA |
| August | 21-Aug-09 | 09:00 AM - 12:00PM | Catleya 2, 3 rd Fl.,The Ambassador Hotel | Feedback Management Strategy "The Ultimate Voice of the Customer" | Jeannie Quek | Fusion Consulting |
| September | 25-Sep-09 | 09:00 AM - 12:00PM | Catleya 2, 3 rd Fl.,The Ambassador Hotel | CONTACT CENTER WORKFORCE OPTIMIZATION Synergize and optimize your contact center operations | Stephen Abraham Loh | Verint |
| October | 29-Oct-09 | 09:00 AM - 12:00PM | Panorama Ballroom, Amari Boulevard Hotel | 2009 National Call Center Awards & Thailand Call Center Industry Benchmarking Launch | Awards applicants,Members, Sponsors | |
| November | 20-Nov-09 | 09:00 AM - 12:00PM | Catleya 2, 3 rd Fl.,The Ambassador Hotel | The Call Centre Trinity - Three Pillars of Call Centre Success | Pete Cooper | Tin Can |
| December | No event | | | | | |