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Technologies and Experience Innovation on Internet+ Buy+ O2O Global Commerce **The Hong Kong Jockey Club and APCSC held CRE & CSQS Roundtable in Hong Kong**

Hong Kong – November 17, 2016 – Asia Pacific Customer Service Consortium (APCSC) held the Customer Relationship Excellence (CRE) & Customer Service Quality Standard (CSQS) Roundtable together with The Hong Kong Jockey Club. The CRE & CSQS Roundtable, with the theme of “Technologies and Experience Innovation on Internet+ Buy+ O2O Global Commerce”, has attracted C-level executives and directors from cross industries including entertainment, insurance, telecommunications, banking, retail, direct marketing, information technology, academy, financial, logistics, healthcare, e-commerce and media sectors from **Hong Kong** to explore innovation and shape leadership in Customer Relationship Excellence and Service Quality in order to elevate Service Standard in the industry.

After the warm welcome speech from **Mr. Jason Chu, Chairman, APCSC** and **Mr. Patrick Ng, Executive Manager, Strategic Customer Systems and Planning, The Hong Kong Jockey Club**, the following prestigious speakers and panelists also shared ideas about a wide range of topics and answered audience questions during the panel discussion:

- **Mr. Jason Chu, Chairman, APCSC, International CRE Awards Panel of Judge**
- **Mr. Patrick Ng, Executive Manager, Strategic Customer Systems and Planning, The Hong Kong Jockey Club**
- **Mr. Björn Gülsdorff, Head of Business Development, Creative Virtual Ltd.**
- **Mr. Philip Chan, Director, Business Imaging Solution and Production Printing Group, Canon Hongkong Company Limited**
- **Dr. Alexander Chan, Senior Programme Director/College Principal Lecturer, HKU SPACE**



Mr. Jason Chu, Chairman of APCSC in his presentation “Technologies and Experience Innovation on Internet+ Buy+ O2O Global Commerce” welcomed the delegates, “Our people aspire to be CRE Leaders like the athletes aspire to be the Olympic medalists. CRE Leadership engages and inspires employees to transform into the customer centric culture. The International CRE Awards program has helped inspire industry CRE best practices, propagated the innovations from different cultures, campaigned for corporate social environmental leadership, advocated digital social mobile engagement cross regions persistently, the future vision of CRE Leaders and the CRE consumers’ aspiration. **CRE Leadership is an Inspirational Journey!** Through each CRE Championship Journey, together, we continue the legacy of inspiration and innovation, to inspire and to be inspired by one another. Together, we share new insights of customer relationship among the CRE Community and promote new CRE icons and brands through our international partnership.”

“**CRE Leadership is an Inspirational Journey!** As responsible global leaders, CRE Leadership enlightens and inspires employees to come up with creativity and innovative solutions. The upcoming **15th International Customer Relationship Excellence (CRE) Awards, International CRE & CSQS Leadership Summit and the 6th HK International CRE Innovation Expo on June 15-16, 2017** will further expand this international platform among international CRE Leaders across diverse culture and industries.” **Mr. Chu** concluded, “On behalf of APCSC and the CRE Awards organizing committee, I pay tribute to you all for the determination in pursuit of Customer Relationship Excellence, and to **The Hong Kong Jockey Club** on their CRE commitment and support for the **CRE & CSQS Roundtable** today.”

Mr. Björn Gülsdorff, Head of Business Development, Creative Virtual Ltd. in his presentation “**Virtual Assistance in Call Centres – Combining the Virtual with the Real**” shared that from making money transfers to booking flights, customers have accepted to do many things on their own which required manual services not long ago. But now, customers expect to be able to do so and they expect immediate support on the channel they choose. At the same time, some spent more time chatting with friends and family than actually talking to them. Companies can address this by combining virtual and real chat solution to offer customer support across devices and in social media. In addition, virtual and real agents should not only hand-over conversations but actually collaborate.

Mr. Philip Chan, Director, Business Imaging Solution and Production Printing Group, Canon Hongkong Company Limited in his presentation “*Customer Service in the era of Internet of Things*” shared that delivering exceptional customer service requires innovation and technology in the era of Internet of Things. Copiers at the office require routine maintenance. The usual service standard measures mainly the response time, being the time of the maintenance team to respond to a service request made by a customer. Today we saw the majority of the machines in the customer sites connected to a service hub which could automatically initiate a service call without even the customer noticing it. At the call centre, greetings could be made naturally by calling the customer by the name with the assistance of video analytics.

Mr. Jason Chu, Chairman of APCSC also presented the **Corporate Membership certificate** to **The Hong Kong Jockey Club**, and **Associate Membership certificate** to **Zurich Insurance Company Ltd**, and also the **CCSM Certificate** to the following service leader who have completed the **Certificate in Customer Service Management (CCSM)** with expertise in CRM and Customer Service:

➤ **Mr. Lewis Cheng, Customer Support Manager (Customer Care), The Hong Kong Jockey Club**

The **Certificate in Customer Service Management (CCSM)** (inclusive of CCSA, CCCM, CSCM) Certification Program will be organized in **Hong Kong on Dec 19-22 for CCSM and Dec 19-20 for CCSA respectively**. Aiming to prepare supervisors and managers to *become a world class leader with CRE disciplines and mindset*, the course is like an **intensive mini MBA course** covering advanced topics in **Customer Service Management** and **Customer Service Quality Standard (CSQS)** that enable the participants to increase their knowledge of the latest development of Customer Service and CRM in terms of technology and management best practices. The CCSM program is recognized by the **HKSAR Government under the Continue Education Fund (CEF)** program, the **Customer Service Institute of Australia (CSIA)**, and the **International Council of Customer Service Organizations (ICCSO)**. Many leading multinational firms have benefited in their people development through this course. The latest launched **CSQS version 14.0** will be used in this CCSM training.

Through the **International CRE & CSQS Roundtables**, APCSC invites market leaders to come together for best practices sharing on product and service innovation, CSR, CRM, customer experience management, knowledge management, Social media CRM with successful business cases and strategies, facilitate innovation in business operation, bring new opportunities for brand building and market development, create win-win-win to customers, staffs and employers.

Asia Pacific Customer Service Consortium (APCSC) www.apcsc.com

APCSC is founded with the belief of “*Excellent Customer Relationship is the only way to Sharpen your Competitive Edge!*” The goal of the Consortium is to promote service quality and customer relationship excellence in international cities across regions and to recognize and reward government bodies, companies, business units, teams, and individuals that have contributed to the success of both their customers and the organizations that they serve. Through the Customer Relationship Excellence Award, **APCSC promotes Customer Relationship Excellence as a core business value**.

International and China Customer Relationship Excellence (CRE) Awards www.apcsc.com/creaward/index.asp

The Customer Relationship Excellent (CRE) Awards has recognized many industry leaders and professionals for their customer centric service innovation. The participants have come from more international cities and business sectors in both corporate and individual categories, all demonstrating their business successes, best practices and insights on CRE. With the introduction of the Customer Service Quality Standard (CSQS) as important CRE Awards judging criteria, the participants have been benefited greatly from the best practices and critical success factors from a world-class framework.

Customer Service Quality Standard (CSQS) www.apcsc.com/csqsnet/index.asp

The CSQS has been developed jointly by the Asia Pacific Customer Service Consortium (APCSC) and the researchers at the University of Hong Kong (HKU), with industry support by the CSQS Committee Asia Pacific. It is the world class certification awarded to customer centric organizations, business units and centers that excel in customer relationship excellence. CSQS holds the most advanced and comprehensive key to providing a clear step-by-step roadmap for companies to reinforce their CRE strategies and the best customer services. It embraces and integrates the balanced scorecard (BSC) management system and the ISO9000 quality management to provide a world-class benchmark and framework with clear guidelines and roadmap to transform into a strategic customer-centric business.

International CRE & CSQS Leadership Summit 2017 June 15-16 www.apcsc.com/cresummit

The CRE & CSQS Leadership Summit is exhibiting and showcasing **WORLD-CLASS Leadership in Innovation, Strategy, KM, Customer Service, Social Media, Public Service and CRM strategy and best practices** by world class companies, subject experts, CRE Awards winners, CSQS Committee members, industry leaders and experts of the CRE Leadership Community. This 2-day interactive and content-rich summit provides an International Platform for CEO's & CXO's to dialog, exchanging, sharing exemplary customer success leadership and showcase global successes in Hong Kong, an international financial, business, logistic, tourism and trade center.

HK International Customer Relationship Excellence & Innovation Expo 2017, June 15-16 www.apcsc.com/expo/index.asp

- **Digital, Social Monitoring, Mobile, Cloud & Big Data**
- **CRM, Contact Center, BPO, eCom & Internet Security**

The **HK International CRE Innovation Expo** is aiming at providing a cross industry platform for firms to “open up, communicate and collaborate,” to expand international markets, achieve collaboration, and showcase innovative solutions. In the Expo, focusing on above themes, outstanding firms from around the world display, share and build a prestigious community platform to cooperate and create more business opportunities. Senior leaders from government, organizations, enterprises, research leaders and professionals from different industries share frontier problems regarding present and future business model development, pay close attention to create CRE & Innovation, business ideas, global competitiveness and challenges.

HK International Expo Innovation Awards 2017, June 15-16 www.apcsc.com/expo/2016winners.asp

The **Expo Innovation Awards** is dedicated to Regional & International Exhibitors providing innovative products and services with excellent customer references in **Digital, Social Monitoring, Mobile and Big Data & Cloud, CRM, contact center, BPO, eCom and Internet Security**. The Expo Innovation Awards recognizes innovative products and services, strengthen the corporate brand in the industry, and develop a sustainable business development strategy in Asia-Pacific region. Firms are assessed through introduction of product or service, business case presentation, summary and write-up, customer reference and customer satisfaction assessment. All the winners are awarded a trophy and certification from **APCSC & HKCSC Expo Organizing Committee**.

For Press interviews, **APCSC International CRE Awards, CRE & CSQS Leadership Summit, International CRE & Innovation Expo & Awards promotion and sponsorship**, please contact Ms. Lau via tel: (852) 2174 1428. enquiry@apcsc.com. You can also obtain more information through Sina Weibo: weibo.com/apcsc, LinkedIn/YouTube/Facebook/Google+: Asia Pacific Customer Service Consortium, Twitter: CREawards, QQ : 2303712688, WeChat: APCSC_CRE.