



FOR IMMEDIATE RELEASE

Artificial Intelligent and Human Customer Service, Sales and Marketing APCSC & HKU SPACE Executive Academy held CRE & CSQS Roundtable & Launched Asia Pacific Customer Relationship Excellence Awards

Hong Kong – August 14, 2018 – Asia Pacific Customer Service Consortium (APCSC) held the Customer Relationship Excellence (CRE) & Customer Service Quality Standard (CSQS) Roundtable together with HKU SPACE Executive Academy. The CRE & CSQS Roundtable with the theme of “Artificial Intelligent and Human Customer Service, Sales and Marketing” has attracted C-level executives and directors from cross industries including e-commerce, information technology, insurance, telecommunications, direct marketing, logistics, banking, retail, entertainment, financial, healthcare, property, 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. Bryan Ng, Senior Programme Director/College Principal Lecturer, HKU SPACE Executive Academy 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
Topic: Artificial Intelligent and Human Customer Service, Sales and Marketing
- Mr. Bryan Ng, Senior Programme Director/College Principal Lecturer, HKU SPACE Executive Academy
- Ms. Susan Pollock, Senior Vice President, Teleperformance
Topic: Adopting AI to Empower Customer Service Agents to Deliver Exceptional Service
- Mr. Sudesh Thevasenabathy, Head of Customer Care Management, AXA Hong Kong
- Ms. Carrie Law, CEO & Director, Juwai.com
- Mr. Zen Pin LIOW, General Manager Greater China and ASEAN, Concentrix



Mr. Jason Chu, Chairman of APCSC in his presentation “Artificial Intelligent and Human Customer Service, Sales and Marketing” welcomed the delegates, “CRE Leadership is a Journey of Innovation! CRE Leaders experiment and take agile approach to create convenience, satisfaction and promoters. CRE Innovators actively identify opportunities to improve personalized customer experience journey through big data, omnichannel, AI enhanced services to create superior CRE brand and advocates in different customer segments. CRE Leadership is a Journey of Teamwork! CRE Leaders build teamwork and partnership, develop cross functional integration. They work as one with trust to fulfil the visions and promises to our customers and employees. The international CRE Community work together and exchange service innovations, best practices through the International CRE & CSQS Roundtables and CXO Forums to accelerate the digital transformation, empower creative thinking, and envision future strategies. The International CRE Awards has accelerated the advancement of world class benchmark, corporate governance, sustainability, and CSR leadership.” Mr. Chu concluded, “CRE Leadership is a Journey of Celebration! CRE Leaders celebrate our employees and customers’ successes to create win-win-win continuously. We celebrate the 20th Anniversary of APCSC together as one big family of the CRE World Cup athletes, coaches and innovators. We share the same CRE World Vision for better omnichannel customer experience in the sharing & experience economy. In last 20 years, we witness together the success of our dedication and achievements, celebrate together and build stronger momentum impetus into the future CRE vision and aspirations in this competitive and disruptive customer experience economy to strive for future 20 years of CRE vision. On behalf of APCSC, I pay tribute to you all for our relentless pursuit of CRE, and to HKU SPACE Executive Academy on their CRE commitment and support for the CRE & CSQS Roundtable today. We invite all CRE Leaders to be customer centric and elevate CSQS International benchmark, and inspire future leaders to engage, exchange and create iconic CRE brands!”

Mr. Bryan Ng, Senior Programme Director/College Principal Lecturer, HKU SPACE Executive Academy welcomed the delegates, “On behalf of the HKU SPACE Executive Academy, I would like to thank Mr. Jason Chu, Chairman of APCSC for inviting us to co-organise this CRE & CSQS Roundtable. Artificial intelligence has affected every aspect of the business, especially in the area of customer service, sales and marketing. Equipping with cutting-edge knowledge can keep you stay ahead of the competition. It is also the mission of the HKU SPACE Executive Academy that we are committed to delivering quality executive education to empower emerging business leaders to stay ONE STEP

AHEAD. We look forward to exchanging ideas with all the professionals in this Roundtable event.”

Mr. Jason Chu, Chairman of APCSC also presented the **Associate Membership certificates** to **Teleperformance** and **The Great Eagle Properties Management Company, Limited**. The following service leaders also received their international certificates and awards from APCSC Accreditation Committee:

- **Certified Contact Center Manager (CCCM) recipient: Mr. Jackie Shea, Helpdesk Team Leader, Hewlett Packard Enterprise**
- **Best CSQS Project recipient: Ms. Arist Yue, Teletel Manager (Control), The Hong Kong Jockey Club**

The **Certificate in Customer Service Management (CCSM)** (inclusive of CCSA, CCCM, CSCM) Certification Program will be held in **Hong Kong on September 5-8, Shenzhen on Aug 27-30, Kuala Lumpur on Oct 8-11 and Taipei on Oct 22-25 for CCSM**. 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 Continuing 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 15.0** 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, Asia Pacific, HK/China/ASEAN CRE Awards www.apcsc.com/creaward/index.asp

The International Customer Relationship Excellence (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 leadership 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 International Customer Service Quality Standard, CSQS is developed by the Asia Pacific Customer Service Consortium APCSC, jointly with the Hong Kong University, HKU Research Team. It has integrated the Balanced Scorecard Management System, customer experience and lifecycle management, employee engagement, and best practices of CRE Awards winners; so as to ensure CSQS set the world class benchmark. CSQS helps firms enhance operation efficiency, brand loyalty, and move ahead of the competition. As the assessment criteria of the International CRE Awards, CSQS has established a world-class management framework to innovate and transform, strengthen CRE strategies with clearer guidelines for cross function and industry deployment.

International CRE & CSQS Leadership Summit 2019 June 20-21 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 Awards 2019, June 20-21

www.apcsc.com/expo/index.asp www.apcsc.com/expo/expo_awards.asp

- **Big Data, Mobile, Social & Cloud**
- **CRM, contact center, BPO, eCom & Artificial Intelligence**

The **HK International CRE Innovation Expo Awards** 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. **The CRE Innovation Expo Awards** is dedicated to Regional & International firms providing innovative products, services and solutions with good customer references, to 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.