



ABOUT CCAP | MEMBERS | CONTACTS | CONTACT

CCAP UPCOMING EVENTS

CCAP Learning Series
Tweaking Client and Enhancing GFI in Reply Center Contact Centers
 April 16, 2019 | 9AM - 1PM
 Manila @ Fourstar from Makati Shangri-La, Manila

Data Privacy Asia
 CCAP

15th Annual EXECUTIVES GOLF TOURNAMENT

NATIONAL PRIVACY COMMISSION

GenNektix
 15th Team Leads Summit

CCAP CONTACT ISLANDS
JULY 24 - 25, 2019
 Shangri-la's Mactan Resort & Spa, Cebu

To know more about these events, registration details and updates, please email Info@ccap.ph or call +632 843 8833

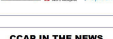
CCAP KEY PROGRAMS

belong CCAP Learning Series
 The Belong Community is CCAP's employee engagement platform that delivers benefits, perks, e-learning solutions and whole lot more! [Sign up now!](#)

PailigidTech
 PailigidTech is a user-friendly server weather information, compressor and an indispensable BCP tool. [Sign up now!](#)

CIR
 CIR is CCAP's platform in protecting your company from internal fraud and data breach. [Sign up now!](#)

WELCOME TO THE CCAP FAMILY



CCAP IN THE NEWS

BusinessWorld - We mean business. Contact centers gear up for higher-value jobs.

Manila Business Insight - PH shifts to high-value call center services

MANILA BULLETIN - Pinoy contact center workers shift to mid-high skilled jobs faster than global

The Freeman - CCAP (BPO) sector requires more than just English skills

SUN-STAR - Contact centers shift to high-skill tasks

YAHOO! NEWS - Contact centers shift to high-skill tasks

MEMBER STORIES

WGI Celebrates International Women's Month

46% 54%

We are believers of women's equality: men's to the strong, beautiful, and empowered women of the Philippines

MVP Rewards Acquires Non-Voice Customer Care



MVP Rewards is PLDT Group's customer rewards program that benefits PLDT Home, Smart, Talk N Text, Sun Cellular and Bayad Center's subscribers to earn points 4x point as cash when they pay their bills using the MVP Rewards' virtual and physical card. Cash rebate will be credited to the customer's PayAlaya account which can be used to purchase online... [Read more](#)

Globe Moves Migration to 8-digit Landline in Greater Metro Manila to October 2019

As mandated by the National Telecommunications Commission (NTC), Globe Telecom will move the implementation of 8-digit telephone numbers in Greater Metro Manila to October 8, 2019 to give local banks and credit card companies ample time to prepare... [Read more](#)



Globe eyes 1,500 new jobs in Central Luzon, opens 16th site - its 3rd in Tarlac
 Globe, one of the world's largest custom experience management companies, sustains its growth trajectory in the Philippines, breaking ground on its 16th site in Tarlac and bringing to 10 the total number of full-service customer contact service centers in the country... [Read more](#)



Teleperformance in the Philippines reinforces Diversity and Inclusion programs
 Teleperformance in the Philippines has signed the United Nations' LGBTI (lesbian, gay, bisexual, transgender, and intersex) Standards for Diversity, conveying its firm belief in the universal principle of equality and the right to freedom of all human beings. [Read more](#)

We encourage member companies to submit their press releases, videos and other relevant materials to CCAP for inclusion in our quarterly newsletter. Please send it to auditory@ccap.ph.

OTHER UPDATES



The National Privacy Commission (NPC) recently announced the postponement of the submission of the 2018 Annual Incident Report. However, CCAP urges you to still submit your incident-reporting results. For us, if you do not state in writing any non-compliance, you can auditory@ccap.ph

5G, IoT, and ICT: Key Highlights in 2019



PLDT Enterprise continues to stay at the forefront of innovation—driving an IoT evolution, the internet of things (IoT) and ICT as major enablers in the Philippines' digital transformation.

2019 is set to be a milestone year with the group aiming to improve even more iBPs across the country. As PLDT continues to expand its 5G footprint, a greater number of enterprises will be able to leverage on the uses of the network, such as IoT. [Read more](#)

Metro Manila Office Outlook



CCAP is pleased to provide its members the 2019 Metro Manila Office Outlook from KMC. Please click on the link for the full report.

LOCAL UPDATES



India may soon edge out PH's BPO lead, analyst says

The Philippines must step up its game if it wants to stay in the lead in the business process outsourcing (BPO) industry, an analyst said recently. [Read more](#)



TUCP wants employers to hire less women over maternity leave law

Labor group Trade Union Congress of the Philippines (TUCP) has criticized the results of an employer's group survey which showed that the recently signed *Expanded Maternity Leave Law (EMLL)* would likely affect companies' decision to hire women. [Read more](#)

WORLD NEWS

All Is On Track To Send Millions Of Bank Workers To Eternal Call Waiting.



Preparing For Tomorrow's Workforce In A World Run By Machines. [Read more](#)

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