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**Manila City Wins CCAP Best ICT Organization of the Year**

The Contact Center Association of the Philippines has named Best ICT Organization of the Year by the City of Manila during the 34th Annual Convention and Awards 2019. The award was presented to the City of Manila by the Department of Information and Communications Technology (DICT) Secretary, Secretary Ericson S. Topacio, CCAP President and members of the DICT Board during the award ceremony. The award was presented to the City of Manila by the DICT Secretary, Secretary Ericson S. Topacio, CCAP President and members of the DICT Board during the award ceremony. The award was presented to the City of Manila by the DICT Secretary, Secretary Ericson S. Topacio, CCAP President and members of the DICT Board during the award ceremony.

**CCAP UPCOMING EVENTS**



To know more about these events, registration details and updates, please visit [www.ccap.org.ph](http://www.ccap.org.ph) or +632 8400000

**CCAP KEY PROGRAMS**



**HR Council**

The CCAP HR Council, currently with 10 CCAP member companies formed an HR Council. The HR Council will take about the programs for the industry including programs that will address talent development, collaboration with schools and working with government labor relations/relations.

**The Belong Community**

Belong is a free subscription to their Belong community program, an employer engagement platform designed to provide employees with a lot of benefits. Belong is a free service delivery site of MCOs/clients.

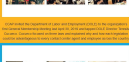
**NCCP**

CCAP is a partner with the National ICT Confederation of the Philippines (NCCP) that will help to improve the quality of service from local to international locations. The formal signing will take place during the Contact Islands Conference on July 24-25 at Shangri-La, Cebu.

**CCAP Assembly**



CCAP will be celebrating the 34th Annual Convention and Awards 2019. It will be held from July 24-25 at Shangri-La's Acton Resort & Spa, Cebu.



CCAP is a member of the Department of Labor and Employment (DOLE) to the organization and General Membership. During the 34th Annual Convention and Awards 2019, CCAP is a member of the Department of Labor and Employment (DOLE) to the organization and General Membership. During the 34th Annual Convention and Awards 2019, CCAP is a member of the Department of Labor and Employment (DOLE) to the organization and General Membership.



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**CCAP IN THE NEWS**

**BusinessWorld** - Association says SPOs observed work safety rules during quake

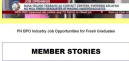
**TECH AND LIFESTYLE JOURNAL** - Contact center firms observe safety standards during earthquake

**RAPPLER** - Contact Center group says member firms upheld safety during earthquake

**The Manila Times** - DDOLE checks more tight to 3 laws, lawmaker to Contact Center agents

**Business Insight** - CCAP Councils' compliance to labor laws

**NEWSBYTES** - SPO firms say they followed safety procedures during earthquake



PH SPO Industry Job Opportunities for Fresh Graduates

**MEMBER STORIES**

**Eastern Communications joined up its Billing Connections in Cebu with enhanced internet solutions**  
Eastern Communications, a leading provider of internet services, recently joined up its Billing Connections in Cebu with enhanced internet solutions. This move is expected to improve the quality of service and reduce the time taken to resolve issues. [Read more](#)

**KMC Simultaneously Launches 4 New Offices in the Philippines**  
KMC, the Philippines' largest provider of mobile services, has simultaneously launched 4 new offices in the Philippines. The new offices are located in Cebu, Iloilo, and Davao. [Read more](#)

**ibex.**  
ibex. is a global leader in customer experience solutions. It is expanding its presence in the Philippines. [Read more](#)

**Caro's gives back to Disaster Relief**  
Caro's, a leading provider of mobile services, has given back to disaster relief. The company has donated funds to support relief efforts in the Philippines. [Read more](#)

**DBT's growth evolution: Legaspi Delivery Center goes live**  
DBT, a leading provider of mobile services, has launched its Legaspi Delivery Center. The center is expected to improve the quality of service and reduce the time taken to resolve issues. [Read more](#)

**Teleperformance's "858-7" Long-term Resilience Grade Great Rating Confirmed by Standard & Poor's, The Highest in the Industry**  
Teleperformance, the global leader in customer experience management, has received a "858-7" Long-term Resilience Grade Great Rating from Standard & Poor's. This is the highest rating in the industry. [Read more](#)

**Empirex announces expansion plans to match rapid business growth**  
Empirex, a leading provider of mobile services, has announced its expansion plans. The company is expected to match its rapid business growth. [Read more](#)

**ePLDT enters in a new era of business as it expands ICT offerings**  
ePLDT, Inc., the country's leading provider of digital solutions, has entered in a new era of business. The company is expanding its ICT offerings. [Read more](#)

**PLDT seeks longer transition period to complete IMI economic applications**  
PLDT, Inc. has sought a longer transition period to complete its IMI economic applications. The company is expected to complete the process by the end of 2019. [Read more](#)

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