

Activity &gt;&gt; Report

HKIE Electronics Division Activity Report

# Call Centre Management Symposium & Awards Presentation Ceremony



On 30th October, 2003, a Call Centre Management Symposium & The 4th Annual Call Centre Awards Presentation Ceremony 2003 was held in the Langham Hotel by the Call Centre Association and HKPC. HKIE Electronics Division acted as one of the supporting organizations to this great event.

Call Center technology is evolved from modern day Electronics & Telecommunications means. In the ceremony, different organizations had shared various advanced technologies like CRM Call Centre Integration, Customer Relation Management, and latest state-of-art management in the contact centre. Mr. Jolly Wong, Immediate Past Chairman of HKIE Electronics Division, had also presented with a wealth of valuable ideas and unique insights about the opportunities and challenges for the future development and operations of the call centre industry. The Symposium ended after the Call centre awards winners showcase, and the event was a great success with over 130 participants from China, Hong Kong and Australia in attendance.