



Asia Pacific  
Customer  
Service  
Consortium

Asia Pacific Customer Service Consortium  
9/F Surson Commercial Building  
140-142 Austin Road, Tsim Sha Tsui  
Kowloon, Hong Kong

Tel: (852) 2174 1428  
Fax: (852) 2174 1438  
Email: info@apcsc.com  
Website: <http://www.apcsc.com>

FOR IMMEDIATE RELEASE

## Teleperformance China Honored with Expo Innovation Awards at the 6<sup>th</sup> Hong Kong International CRE & Innovation Expo

Hong Kong, June 15, 2017 – The 6<sup>th</sup> Hong Kong International Customer Relationship Excellence (CRE) & Innovation Expo focused on the theme of *Digital, Social, Mobile, Big Data & Cloud; CRM, contact center, BPO, eCom & Security*. International keynote speakers addressed the expo theme with their enterprise innovation case studies to contribute to the frontier of the digital, mobile, Internet Plus economy.

The **Hong Kong International Expo Innovation Awards** is established since 2012 with the goal to promote innovation in solving business challenges and improving customer relationship excellence in the customer centric economy. The CRE Innovation Expo and the Expo Innovation Awards recognize innovative solutions, products and services that help to support their customers with successful business cases further strengthen their corporate brand in the industry, and develop a sustainable business development strategy in Asia-Pacific region. The company with awarded category this year is:

- **CRE Innovative Customer Experience Lab Outsourcing Services** **Teleperformance China**

**Mr. Jason Chu, Chairman of APCSC** stated, “Customer experience, engagement, convenience, personalization have become the key loyalty drivers. Firms need to innovate and embrace innovative solutions in order to uplift the overall customer experience and loyalty. Further integrating cloud computing and big data, enterprises can provide customers with personalized experience, products and services with higher satisfaction, ROI and effective engagement. Through the Hong Kong International CRE Innovation Expo, CRE innovation and consumer mobile O2O integration have become the driving force for business transformation and market leadership. Congratulations to **Teleperformance China** for their innovation towards customer experience lab and omnichannel solutions winning the **HK International Expo CRE Innovation Awards!**”

**Mr. Joseph Wai, the CEO of Teleperformance China** said, “We are honored to receive 2017 HK International CRE & Innovation Expo Awards for CRE Innovative Customer Experience Lab Outsourcing Services! We have always seeking to provide innovative and better customer service to our client. As a global leader in customer service, Teleperformance has been providing professional outsourcing customer service solutions to clients around the world over 40 years. Also, 2017 is the 10th year since Teleperformance China established, we will continue improving customer service system to provide omnichannel customer service including voice, mail, chat, video, robot chat, social media, and so on. Our CX-lab (Customer Service Experience R & D Center) provides tailor made customer experience solutions through extensive researches and analyses to understand the habits of our customer every year. At the same time, we also believe that Teleperformance China will consistent its culture to provide best customer services to clients.”

For full details of the **HK International Customer Relationship Excellence & Innovation Expo and the Expo Innovation Awards**, please visit [www.apcsc.com/expo/index.asp](http://www.apcsc.com/expo/index.asp)

**About Asia Pacific & Hong Kong Customer Service Consortium (APCSC & HKCSC)** [www.apcsc.com](http://www.apcsc.com) [www.hkcsc.com](http://www.hkcsc.com)

APCSC & HKCSC are 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 companies, business units, teams, and individuals that have contributed to the success of both their customers and the organizations that they serve. Through the International Customer Relationship Excellence Award, **APCSC & HKCSC promote Customer Relationship Excellence as a core business value** in Hong Kong and international cities across regions and to recognize government bodies, companies, business units, teams, and individuals that have contributed to the success of both their customers and the organizations that they serve.

**HK International Customer Relationship Excellence & Innovation Expo** [www.apcsc.com/expo/index.asp](http://www.apcsc.com/expo/index.asp)

➤ *Digital, Social, Mobile, Big Data & Cloud; CRM, contact center, BPO, eCom & Security*

The **HK International CRE Innovation Expo & Awards** are aiming at providing a cross industry platform for enterprises to “innovate, communicate and collaborate,” to expand regional markets, achieve business transformation, improve international competitiveness, and showcase innovative solutions. In the Expo, focusing on above themes, outstanding companies from Hong Kong, and overseas display and share, to build a prestigious platform to develop new solutions, solve business problems, and create new business models and opportunities. The **Expo Innovation Awards** recognizes innovative products and services, strengthen the corporate brand in Asia-Pacific region. Submissions are assessed through introduction of innovative products or services, business case presentation, summary and write-up, customer reference and customer satisfaction assessment by APCSC & HKCSC Expo Organizing Committee.

**Teleperformance** [www.teleperformance.com](http://www.teleperformance.com)

Teleperformance has had a presence in China since 2007. Teleperformance in China is a professional BPO supplier and outsourcing call center operator, which has now established six contact centers in China, located in Beijing, Xi'an, Nanning, Kunming and Foshan. The China headquarters is in Beijing, which has two contact centers. Teleperformance in China employs more than 5,000 people, located in all Tier 1 and Tier 2 cities in 20 sites across the country (including 14 partner's sites). Services are available in 13 languages, including Mandarin, Cantonese, English, French, German, Russian, Spanish, Danish, Bahasa, Japanese, Korean, Thai and Vietnamese. The company covers 15 verticals in China. Teleperformance in China is the most established global customer experience management provider in the Chinese Market, we will provide the best customer solution and customer service for client anytime.

For Press interviews, **International CRE & CSQS Leadership Summit, CRE Awards, Customer Relationship Excellence & Innovation Expo 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, Youtube/Google+/Facebook: Asia Pacific Customer Service Consortium, Twitter: CRE Awards, LinkedIn: Asia Pacific Customer Service Consortium Ltd., QQ : 2303712688, WeChat: APCSC\_CRE.