# International Best-in-Class
# CRE Benchmark & Exchange Program
## Bangkok, 4 - 7 November 2019

**APCSC** is organizing the Int'l Best-in-Class CRE Benchmark & Exchange Program on **November 4-7** to **Thailand** supported by **Advanced Contact Center (ACC),** also the ***2019 CRE – Outstanding Achievement Winner***, *plus 3 corporate categories on Contact Center, Best Use of Technology, and Best Social Media Program of the Year*. **The Program is a 4-day intensive benchmark learning journey** aiming at cross cultural exchange and visiting some of Thailand's market leaders plus ***AIS Flagship Experience Centers***, ***AIS Contact Centers in Bangkok,*** and also the newly established modern ***Contact Center with Development & Training Arena in Korat, Northeast of Thailand*.**

APCSC provides an int'l platform for industry leaders to benchmark best practices on ***A.I. development &* digital transformation, *Social Media, Omnichannel Service Management;*** *and Customer Service Quality Standard 17.0 (CSQS), CRE Leadership,* customer lifecycle, business ecosystem, game changers business model, IoT, sharing economy, etc. All the participants will also earn the ***Certificate in Customer Service Management (CCSM)*** attendance certificate to take the next step online exam and CSQS Project submission for CCSM Certification, and be qualified to enroll in the ***18th International Customer Relationship Excellence (CRE) Awards***.

## Enrollment Form

**For more information, please contact Mr. Alan Poon at (852) 2174 1428 or accreditation@apcsc.com**

**☐ Yes, I would like to the Best-in-Class CRE Benchmark & Exchange Program to Thailand on November 4-7:**
**☐ Corporate Member rate: HKD12,000*** **☐ Non-Member rate: HKD13,000***

** Fees do not include hotel & air tickets. Participants will make own booking on recommended hotel & flights arrangements.*

| Contact Person: Participant 1 | | Company Details | |
|---|---|---|---|
| Full Name | | Company Name | |
| Job Title | | Address | |
| Email Address | | | |
| Telephone | | City/Zip Code | |

| | Participant 2 | Participant 3 | Participant 4 |
|---|---|---|---|
| Full Name | | | |
| Job Title | | | |
| Email Address | | | |
| Direct Tel | | | |

Company Chop & Signature

Date

**Please email Registration Form at accreditation@apcsc.com. For enquiries, please call (852) 21741428.**

**Payment Method**

☐ We will send a crossed cheque by October 9, payable to "Asia Pacific Customer Service Consortium Ltd."
Address: 9/F., Surson Commercial Building, 140-142 Austin Road, Tsim Sha Tsui, Kowloon, Hong Kong

☐ We will direct deposit to the following account. (Please fax the Cheque Copy/ Deposit Advice to (852) 2174 1438)
Account Holder: Asia Pacific Customer Service Consortium Ltd. Account No: 204-0-011740
Hang Seng Bank Ltd. No. 83, Des Voeux Road, Central, Hong Kong