



Customer Relationship Management and Contact Centre Association of Malaysia (CCAM)

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MEMBERSHIP

Citizens and/or residents of Malaysia and above 18 years old of age residing or working in Malaysia without restriction of sex, race or religion who are working directly or indirectly in the Customer Relationship Management Organization that operates a Customer relationship management function and or a Contact centre organization that operate Contact Centre function or a user to or a vendor to a Customer Relationship Management Organization and Contact Centre organization are eligible to be a member of the Association.

(A) Ordinary Members

1. Companies that operate a call centre (known as Corporate). A corporate is eligible to nominate its employees related to their Call Centre as their representatives to The Association.
2. The employees of call centre organizations (known as individual). An ordinary member has a voting right and may hold office in the Association.

(B) Associate Members

1. All vendor and suppliers dealing with call centre organization in Malaysia.
2. Users of the call centre organization (can be corporate and individuals).

(C) Student Members

1. All students study in colleges and universities in Malaysia.
2. The Student member does not have voting rights and may not hold office in the Association.