



**MOCAP awarded the Silver Medal in The Best Professional Management Contact Center category at the TCCTA Contact Center Awards 2022**

MOCAP Limited (hereinafter, "MOCAP"), a Relia Group affiliate providing contact center services in Thailand, was recently awarded the Silver Medal in The Best Professional Management Contact Center category at the TCCTA Contact Center Awards 2022 held by the Thai Contact Center Trade Association (TCCTA). MOCAP also received awards in a total of five individual categories, including IT Support.

The TCCTA (<https://www.tccta.or.th/>) was established on the initiative of the Thai Ministry of Commerce with the aim of improving the quality of contact center services, and numerous businesses in Thailand are members of the organization. The TCCTA Contact Center Awards are held annually by the TCCTA to recognize contact centers providing outstanding services to customers in Thailand.

In response to the awards, MOCAP Managing Director Patchanee Srisukwattana commented, "With these awards, I believe they are a testament of the professionalism, the commitment, and persistence to provide the excellent service to our customers. I am so proud and cannot thank you enough to MOCAP Limited team for their dedication, striving-to-excellent attitude, and always willing to go extra mile to deliver the best to our customers."

MOCAP and the Relia Group will continue to provide the highest level of services and service quality to customers all over the world, utilizing the know-how acquired from maintaining outstanding service quality at contact centers in Japan.

**◆ Awards and Categories**

Corporate Category:

- The Best Professional Management Contact Center: Silver Medal

Individual Category:

- The Best Contact Center QA Support Professional: 2nd place
- The Best Contact Center IT Support Professional: 2nd place
- The Best Contact Center Agent (Tele-service): 2nd place

- The Best Contact Center Supervisor (Tele-service): 3rd place
- The Best Contact Center Supervisor (Tele-service): 2nd place
- The Best Contact Center Manager (Tele-service): 2nd place



「The Best Professional Management Contact Center」銀賞

Silver Medal: The Best Professional Management Contact Center

[About MOCAP Limited]

Established in 2008, MOCAP is a major contact center company providing customer care and outbound sales services for mainly Japanese- and foreign-owned companies in Thailand, as well as a range of BPO services including market research.

Corporate Headquarters: 3rd Floor, Siripinyo Bldg, 475 Sri-Ayudthaya Rd. Thanon Phayathai, Rajthevee, Bangkok, 10400 Thailand

TEL: (66) 2203 9030 (inquiries in Japanese) / Fax: (66) 2248 1110

<https://www.mocap.co.th/>

[About Relia, Inc.]

Since its establishment in 1987, Relia has been contributing to the growth of the businesses of its client companies by providing services to match a social environment that is changing with the times and the growing sophistication of the needs of consumers. Approximately 36,000 staff members working at more than 60 sites inside and outside Japan combine operation capabilities accumulated by the members over many years with the latest technologies to provide high-value added services in the Contact Center Business and Back-Office Business. It is the aim of Relia to create new value by “supporting collaboration” between client customers and

consumers based on its operational knowledge to realize an even better society.

Established: June 1987

Headquarters: Odakyu Southern Tower 16F, 2-2-1 Yoyogi, Shibuya-ku, Tokyo 151-8583, Japan

Capital: 998 million yen (as of March 31, 2022)

Listed market: Tokyo Stock Exchange, Prime Market (Securities Code 4708)

Business description: Contact center business, back office business

Corporate URL : <https://www.relia-group.com/english/>

Service Site『Relia Success』 : <https://www.success.relia-group.com/english/service.html>

Media Inquiries:  
Iwamoto, Sakai  
Corporate Communications Div.  
03-5351-7200 (main)