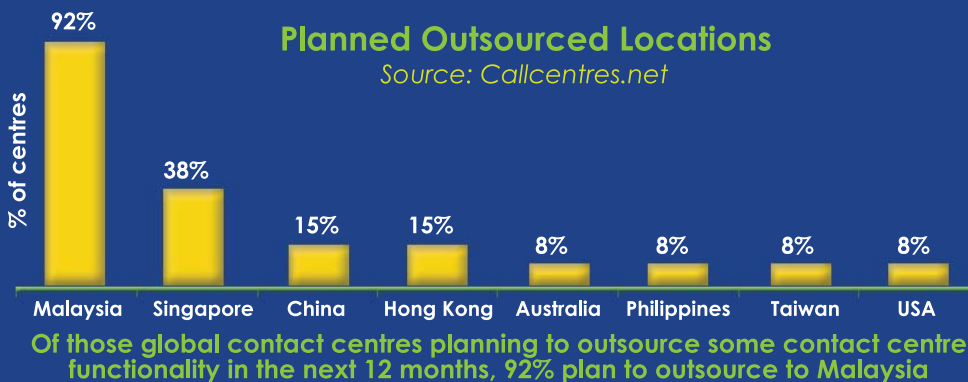


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Ashraf Nouri, CCCP (BTEC, UK)
 Certified Contact Centre Professional
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BY 2012, Malaysia would require close to 50,000 Contact Centre Professionals to fuel the growth of the domestic BPO industry. Amongst the largest global outsourcers interviewed over the past 6 months, 92% have indicated that they are seriously looking to outsource their business in Malaysia.

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