

## Kotak Mahindra Inbound Process

<b>Project Name</b>	Kotak Mahindra Inbound Process
<b>Project Description</b>	Bank Based Customer Support Service Inbound
<b>Work Description</b>	Bank Customer Support Service Voice- Inbound
<b>Seats Required</b>	50 Minimum
<b>Payout</b>	Monthly 37.5 lack (tax applicable)
<b>Turn Around Time</b>	Shift 8 Hours / 3 Shifts 24x7
<b>Support &amp; Training</b>	Provided by Kotak Mahindra
<b>Billing Cycle</b>	Monthly
<b>Contract Period</b>	11 months and extendable
<b>Challenges Faced</b>	<ul style="list-style-type: none"> <li>• Company Profile.</li> <li>• Network Diagram.</li> <li>• Technology Details Including Center Photographs (Floor, Management Area, IT/ HR/ Training rooms).</li> <li>• Memorandum and Articles of Association.</li> <li>• Director's Profile along with senior Management Profile.</li> <li>• Last two years balance sheet and profit and loss statement.</li> <li>• DOT License (Domestic &amp; International) Domestic is required.</li> <li>• STPI Registration.</li> </ul>

**Note:** Business Procurement Fee 10 lacks DD/Cheque / Cash at the time of signup Rs. 2 Lakh to Josoft Technologies.