

Reliance Inbound Process

Project Name	Reliance Inbound Process
Project Description	A telecom company based in India looking for the centers from Mumbai, Bangalore, Delhi, for their customer support center, L1, L2, support, Text
Seats Required	Minimum 30 Seats
Payout	23k /PC/Month
Type of Project	Customer support
Turn Around Time	Initially 2 shifts and after 1-2 months 24*7
Technology Used	Center, L1, L2, support
Certifications Required	<ol style="list-style-type: none"> 1. Profile of the company 2. Balances sheet of the company 3. Network diagram 4. Center pica's 5. Experience certificate 6. ISO, DOT certification, incorporation certificate 7. MOA of the company
Payment Frequency	Billing cycle 30 days
Training & Support	Online
Advance Payment	Advance payment of 1 month, 50% of the payment will wired and the Rest 50% will be given in the form of BG or LC will be issued.
Challenges Faced	<p>Steps For Signup:-</p> <ol style="list-style-type: none"> 1. approval of the profile 2. meeting and technical discussion with clients 3. center visit and audit 4. signing an SLA 5. training 6. live start of the process