

## UK Telecom Inbound

<b>Project Name</b>	UK TELCOM INBOUND
<b>Project Description</b>	As per the current "telecom deregulation act", BT being overloaded with customers and thus to maintain their service level delivery they have ventured into distribution of its customers to other organizations who with their own capabilities can render services to the BT customers. This Telco has ventured with BT and thus procured a part of its customers to render services.
<b>Seats Required</b>	Minimum Seats Allotted 10 To 25 Seats
<b>Payout</b>	GBP 6/Hour/Agent
<b>TYPE OF PROJECT</b>	<p><b>Processes Transition - Customer Service Repair</b></p> <ol style="list-style-type: none"> <li>1. Layer 1 and Layer 2 Troubleshooting</li> <li>2. Router installation and configuration</li> <li>3. Open Trouble tickets</li> <li>4. Handle Kit Issues</li> <li>5. Schedule Dispatches</li> <li>6. Escalate with support departments</li> </ol> <p><b>Processes Transition – TT Management</b></p> <ol style="list-style-type: none"> <li>1. Transitioning of New and Assigned Ticket</li> <li>2. Scheduling Dispatches</li> <li>3. Follow up and Escalate TT</li> <li>4. Test and Close Resolved TT</li> </ol> <p><b>Key Deliverables</b></p> <p>Provide Back end Tech support for Repair</p> <ol style="list-style-type: none"> <li>1. Perform various test and support</li> <li>2. Perform end to end testing on consumer Line</li> <li>3. Handle provisioning issues post order closure</li> <li>4. Perform Layer 1 and 2 Trouble shooting on</li> </ol>
<b>Turn Around Time</b>	8hrs x 30 days as of now; graduating towards 24/7 shift
<b>Certifications Required</b>	<ol style="list-style-type: none"> <li>1. Required Documents with LOI: 1. Complete Company Profile along with strength of seats and Past experiences.</li> <li>2. Detailed Technical Specification of Server and Setup.</li> <li>3. Data Security provisions in the Company.</li> <li>4. Dialers specification (Confirm whether you have the capability of 3 way conference, e-messaging, silent Calling message, CLI display, hosted or premises)</li> </ol>

	<ul style="list-style-type: none"> <li>5. Bandwidth facilities (Internet Redundancy if any)</li> <li>6. Power backup facilities available.</li> <li>7. Certification(s) (if any)</li> <li>8. License(s)</li> </ul>
<b>Payment Frequency</b>	30 days
<b>Training &amp; Support</b>	Online
<b>Advance payment</b>	Advance Payment On Going Live
<b>Challenges faced</b>	18 months revised after 12 months based on performance

