

USA Inbound Process

Project Name	USA Inbound Process
Project Description	<p>There is no stop for the kind of requests the agents would get for e.g</p> <ol style="list-style-type: none"> 1. Doctor's appointment 2. Scheduling a meeting 3. Flight ticket reservation 4. Cooking recipe info 5. Address Info 6. Property Info 7. Dinner reservation 8. Sing Happy Birthday Song If required 9. Reminding of business meet 10. Wakeup call 11. Send bouquet on customer's behalf. 12. Answer calls on behalf of the customer. 13. Send mails on behalf of the customer 14. Read newspaper to an aged blind person or physically challenged person. <p>These are just a few of them there are more request than we can ever imagine. In some cases the customers would prefer only one agent and he might even be asked to assist that particular customer for one whole shift every day.</p>
Seats Required	50 seats
Payout	Monthly \$18 per agent per hour Login hour-8 hours Per Shift (24/7)
Type of Project	Handle Incoming Calls From Existing Customers Experiencing
Turn Around Time	7 days a week (including Sunday) 365 Days
Technology used	N/A
Certifications Required	OSP / DOT, STPI
Payment Frequency	wire / Western union
Training & Support	Training will be Provided
Advance Payment	Advance Payment from Client one month billing.
Challenges Faced	20 service experts with 3 admin panel having excellent exposure to telephone etiquette pertaining to customer service. A service team with equal ratio of male / female telephonic officers as the staffing

Challenges Faced

scheme. A quality control and a call monitoring team to meet essentials as sighted on the service Level agreement. Able to setup inbuilt resources, for training / staffing / recruitment. Ensuring professional approach / call handling skills, in line with the agreed call handling time. Company profile & required documents to be emailed for validation. If validated, NDA & CIS will be emailed. Service level agreement will be sent for acceptance and signatures. Invoice for the commitment bond will be rolled along with the SLA. Sla / invoice have to be signed and honored simultaneously. Center visit for technical assessment / onsite training will be scheduled client advance will be wired before the day the service provider goes live quality assessment will be reviewed and feedback given on a day to day basis via “call barging” invoices have to be raised and sent on the 28th day of every month