



**Upsell With
Inbound!**

**USA INBOUND &
CHAT CUSTOMER
SUPPORT WITH
UP-SALES**



Project Synopsis

Process Type : BLENDED (INBOUND, CHAT Support – CUSTOMER SERVICE & UP-SELL)

DESCRIPTION : Customer Care, Customer Service, Escalations, Subscription Sales and Renewal

ISSUES : Queries, Assistance, Renewal, Trouble shooting

SERVICES PROVIDED : PAYMENT GATEWAY, ON-BOARD SUPPORT, INBOUND CALL TRAFFIC, WEBSITE

SHIFT TIMING : 9 AM EST – 4 PM EST & 3 PM EST TO 10PM EST

CRM N SOFTWARE : CLIENT PROVIDED

WORKING DAYS : Monday – Friday

NO. OF SEATS : Minimum 10 and Maximum 20

VERTICAL : IT Support & Services

WORKING HOURS : 9AM EST – 10 PM EST

SIGN UP WITH : MOU with Indian Centre & SLA - Direct US Client – Online

CONTRACT PERIOD : INITIALLY FOR 11 Months and renewed for 5 years purely based on performance

TRAINING : Client Provided – 7 Days (Certifications Included)

TICKET SIZE : \$99.99 to \$599.99



Overview

Our Client is one of the fastest growing online technical support company based in USA and we are inviting qualified and experienced service to submit proposals for the provision of Call Centre Blended Services (Chat, Remote Support, Upsell and Renewal). These services include responding to customer queries, conversion in sales, selling new subscription; renew subscription, remote support and replying to chat inquiries and escalations. .

Payout : 3 USD Per Hour Per Agent Fixed + 2 to 4 USD Per Hour Per Agent for Upsales and 5-10% incentives for renewals of existing customers or new customers.

Billing : First billing is bi-weekly and thereafter every week by wire

Contract Term: 11 months with the option to renew on an annual basis up to a maximum of Five (5) years.

Sign up Location : Online or Onsite with **USA**

Reference Center : Running Live in Delhi and Getting Paid over 11 weeks +



Scope of Work for Call Centers

Deliverables: The Service provider is required to provide customer focused call center services which include but are not limited to the following

Chat Support & Customer Service:

General inquiries received via channels internet

Program fulfillment requests such as new sales, renewal, remote assistance received by Chat or by voice

Technical and non-standard inquiries

Need a total of 10 seats per Slot for 12 hours a day (Over lapping shift)

Call centre escalation and referral process specific to the requirements of the project

Chat support facilities, customer follow up through email and voice calls, escalation and providing remote assistance

Facilitate customer servicing that focuses on exceptional customer care with an emphasis on responding to inquiries, resolving issues, fulfilling customer requests at the first point of contact, conversion, renewal and up sell

Raise public awareness of our services through 'cross education' of related services; and

Analyze the customer's requirement and provide a resolution along selling our subscription for the concerned issue of customers.

Provide a dedicated team to support our requirements for call centre inbound servicing for blended project and be able to handle multiple issues, at the same time operate in a highly matrix environment;

Have staff that understand and quickly adapt to customer's problem.

All problems require detailed training components and some are highly technical in nature; and o Service provider must have their full call centre operations and offer servicing in English.



Payment Schedule for Call Centers

Fixed Hourly Payout of 3 USD for Non-Sales. However for up-sales as per below:

ONE SPD per agent : additional 2 USD per hour per agent (3+2 = 5 USD per hour per agent)

TWO SPD per agent : additional 4 USD per hour per agent (3+4 = 7 USD per hour per agent)

Note: Up-sales payout is calculated per login wise, as multiple logins may have different number of up-sales.

In addition to the above an add-on incentives are made for sales made using Clients payment gateway for :

Existing Customer Renewals : 5% on Ticket Size* *New Customer Sign up : 10% on Ticket Size*

Note: Ticket Size means it is the Package listed on the Clients website which your agents have to pitch the customers right as per their requirements and so you will get paid based on the package sold on Clients website using exclusive Clients payment gateway for your center.

- 1) All payments will be made in USD.
- 2) The first billing will be realized after 25 days of support, in biweekly fashion . Thereafter weekly payment will be released .
- 3) Payments will be realized within 4 working days after the service providers confirms the quality report and agrees to the payment generated for that billing cycle.
- 4) Daily reports have to be emailed to Clients MIS team or to the person authorized .Delay in sending reports will result in penalties. Need to send all received calls details, their disposition, call backs generated and solution provided



Call Center Enrollment Programme

01

Send LOI and Company Documents like DOT, Company Profile, MOA/AOA, Director Management Portfolio along with office pics or video with your testimonials with last clients on experience in Inbound or Outbound. Sign up NDA with us and Visit Reference Center for Live Dialing and Checking Billing Proof

02

Once Center is satisfied with live dialing can make MOU with Indian Center and make Payments by Wire to US Account, after which Indian Center will arrange Skype Meeting with Client for Online Sign up of SLA or give you client information for further contact for on-site sign up

03

After Online or Onsite SLA, center can hire agents, take training and Go Live on the Process



Requirements From The Call Center

Good Team of Experienced Agents

Well maintained office infrastructure

**Registered Company with DOT Mandatory
Company Profile**

**MOA/AOA, Director Management Portfolio
Infrastructure Pics or video with your
testimonials with last clients on experience in
Inbound or Outbound.**



On-Boarding Procedure

On-Boarding is Easy.If you meet our requirements, just email us your company profile and we will get back to you with further information.The complete on-boarding procedure take 3-5 working days



Center Verification



Contract
Signoff



Training



Center
On-Board

