

US Technical Inbound Sales & Customer Service

PROCESS TYPE	: BLENDED (INBOUND, CHAT Support – CUSTOMER SERVICE & UP SELL)
DESCRIPTION	: Customer Care, Customer Service, Escalations, Subscription Sales and Renewal
VERTICAL	: IT Support & Services
NO. OF SEATS	: Minimum 5 and Maximum 20
WORKING HOURS	: 9AM EST – 10 PM EST
PAYOUT	: INBOUND <i>Query handling</i> - \$3/Hr <i>Chat Support</i> - \$3/Hr <i>Escalations</i> - \$3/Hr <i>Trouble Shoot</i> - \$5/Hr <i>Renewal</i> - 5% of the package <i>UP SELL/ New</i> - 10% of the subscription
SIGN UP WITH	: MOU with Indian Centre & SLA - Direct US Client – Online
SEATS AVAILABLE	: 10 Seats
CONTRACT PERIOD	: INITIALLY FOR 11 Months and renewed for 5 years purely based on performance
TRAINING	: Client Provided – 7 Days (Certifications Included)
BILLING CYCLE	: First Invoice – 15 th Working Day and then weekly
ISSUES	: Queries, Assistance, Renewal, Trouble shooting
TICKET SIZE	: \$99.99 to \$599.99
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

We require only 10 serious project seeking centers with capacity to double the seats to 20 in 3 months.

Only committed, honest, registered centre with DOT need to apply with letter of interest, company profile, MOA/AOA and director & management portfolio along with facility pics or video and details of work experience in inbound, outbound projects.