



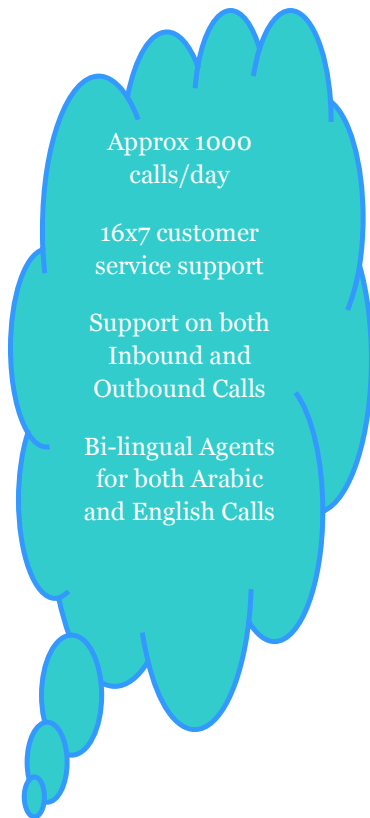
Contact Centre Implementation and Management -Factoring Agent



Our Client is a government representative responsible for maintenance and payment collections of water and electricity in the entire region. They have branches and collection offices through out the country. Our Client wanted to outsource the implementation and management of a state of the art Contact centre as a part of enhancing their CRM activities.

Client's challenges:

- End to End project plan for establishing and managing the contact centre on the latest technological platform
- Reducing the total services cost and response time to customer queries
- Training agents on various applications utilised for responding to customer queries
- Onsite technical support through a dedicated instance on the existing Hosted IPCC technology infrastructure of Infoline.



Infoline Approach and solutions

- Provisioning of the State of the art Call centre infrastructure laid on the hosted IPCC technology platform
- Providing call centre services 16 hours a day 7 days a week
- Management of the day to day call centre operations.
- Reporting to Client's Single Point of Contact on the call centre performance
- Ongoing support on recruiting the call centre agents and training them as and when required.
- Motivation, supervision and mentoring the supervisors and team members
- Defining and analyzing Quality parameters and SLA for contact centre's agents
- Ensuring best in class service delivery
- 16 x 7 onsite technical supports to ensure a smooth process flow
- Incorporate technology like voice recording and screen recording to provide Client with invaluable data to analyze for further betterment
- Client benefited from reduced cost of operations via optimum resource utilisation and CRM tools
- Achieved increased revenue growth due to effective analysis for the complaints and queries.

Infoline LLC is the leading Outsourcing Service provider catering to the Contact centre, Business Process Outsourcing and end to end IT requirements of organisations across all verticals. www.infoline.co.om