



WHO NEEDS THIS PLAN?

ALL COMPANIES WITH THE NEED TO CONNECT WITH THEIR CUSTOMERS QUICKLY AND EFFECTIVELY

OUR PRODUCT THECC GOLD BPO INCLUDES THE FOLLOWING SERVICES:

SHARED MANAGEMENT

DESCRIPTION

<ul style="list-style-type: none"> • Selection and recruitment of shared contact center agents. 	<ul style="list-style-type: none"> • Customer's business and industry specialized personnel recruitment.
<ul style="list-style-type: none"> • Contact center service agents training. 	<ul style="list-style-type: none"> • Training program for contact center service agents.
<ul style="list-style-type: none"> • Contact center agent's performance evaluation. 	<ul style="list-style-type: none"> • Service monitoring quality in the inbound and outbound calls from the contact center.
<ul style="list-style-type: none"> • Incentive plans, rewards, optimum organizational environment. 	<ul style="list-style-type: none"> • 100% motivation.
<ul style="list-style-type: none"> • Inbound / outbound calls total recording. 	<ul style="list-style-type: none"> • Inbound and outbound contact center call recording and backup.
<ul style="list-style-type: none"> • Quality coordinator assignment for the service quality assurance and the contact center operative management. 	<ul style="list-style-type: none"> • Specialized personnel.
<ul style="list-style-type: none"> • Contact center operational management analyst and/or supervisor. 	<ul style="list-style-type: none"> • Specialized personnel.
<ul style="list-style-type: none"> • Shared physical infrastructure for the implements and execution of the contact center service. 	<ul style="list-style-type: none"> • Shared space or area for the contact center operating management development.
<ul style="list-style-type: none"> • Workstation with ergonomic furniture. 	<ul style="list-style-type: none"> • Desktop / chair / computer / headset or headphones.
<ul style="list-style-type: none"> • Service levels traffic reports. 	<ul style="list-style-type: none"> • Contact center management indicators behavior monitoring and follow up. (Calls received, answered and abandoned / TMO / Abandonment percentage / Customer contact percentage / Management effectiveness percentage.
<ul style="list-style-type: none"> • Management reports. 	<ul style="list-style-type: none"> • Analysis and statistical information of key indicators.
<ul style="list-style-type: none"> • 80/20 Service levels. 	<ul style="list-style-type: none"> • 80% of inbound calls, answered in 20 seconds.
<ul style="list-style-type: none"> • Telephone exchange IVR diagram design and setting. 	<ul style="list-style-type: none"> • IVR diagram development and implementation, IVR diagram main menu options.
<ul style="list-style-type: none"> • Technology infrastructure support 24/7. 	<ul style="list-style-type: none"> • Service provision continuity and stability guaranteed support in network and telecommunications infrastructure, servers, PBX and equipment, with response times in accordance to the type of incidence.
<ul style="list-style-type: none"> • National and international telephone numbers. 	<ul style="list-style-type: none"> • National and international telephone numbers implementation support.
<ul style="list-style-type: none"> • Implements. 	<ul style="list-style-type: none"> • Access card, earmuffs and noise-cancelling headsets.
<ul style="list-style-type: none"> • Management indicators panel. 	<ul style="list-style-type: none"> • Monitoring operational management indicator web control platform.
<ul style="list-style-type: none"> • Technological applications development. 	<ul style="list-style-type: none"> • Development and/or modifications within the management report and new applications.
<ul style="list-style-type: none"> • Operational management daily reports through e-mail. 	<ul style="list-style-type: none"> • E-mails sending daily management operational information.
<ul style="list-style-type: none"> • Confidentiality. 	<ul style="list-style-type: none"> • Information security, service continuity.