



WHO NEEDS THIS PLAN?

COMPANIES WITH TRAINED PERSONNEL THAT MANAGE LIMITED INFRASTRUCTURES AND REQUIRE TO TAKE ADVANTAGE OF OUR CONTACT CENTER AS THEIR BUSINESS FACILITIES

OUR PRODUCT THECC SILVER INCLUDES THE FOLLOWING SERVICES:

POSITIONS RENTALS

DESCRIPTION

<ul style="list-style-type: none"> • Exclusive physical infrastructure for the execution of the call center service. 	<ul style="list-style-type: none"> • Private 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"> • Inbound/outbound calls total recording (optional) . 	<ul style="list-style-type: none"> • Inbound and outbound contact center call recording and backup.
<ul style="list-style-type: none"> • Management reports (optional). 	<ul style="list-style-type: none"> • Analysis and statistical information of key indicators.
<ul style="list-style-type: none"> • Service level 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"> • 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"> • Números telefónicos universales, nacionales e internacionales. 	<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"> • 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.