Web Vijayi

SERVICE BROCHURE

Chat and email support teams

Your chats and emails answered in your tone, within reply times you agree.





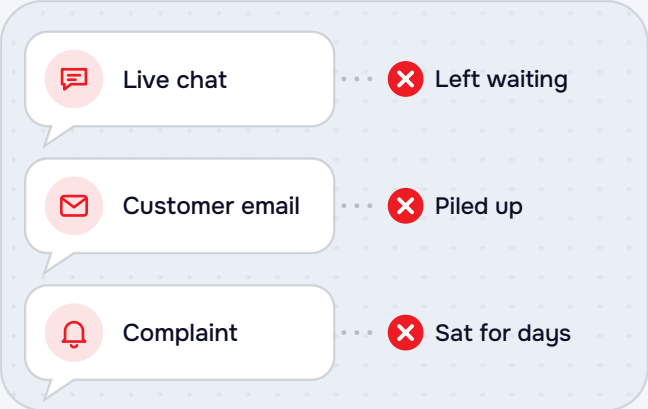
Who it is for

Medium and large businesses whose written support has outgrown the people handling it, or who run their own phone team and want chats and emails handled separately.

- BRANDS WITH SALE PEAKS
- FIRMS WITH FULL INBOXES
- FIRMS WITH PHONE TEAMS

When the inbox outgrows the team

- Unanswered emails pile up every Monday, and chats are left waiting during a sale or a launch.
- Complaints sit for days because the one person who knows the policy is busy.
- Staff hired for other jobs get pulled onto the inbox.



BEFORE: CHATS AND EMAILS LEFT WAITING

What we take on

Trained people answer your live chats, messaging apps and customer emails for you. They work in your own helpdesk, write in your tone and reply within times agreed in writing. You set what they may say and do, and you can read every conversation.

Replies in your tone

Every reply follows the approved answers and the tone guide in a playbook you sign off.

Reply times in writing

Targets for each channel and priority go into your agreement, and reports show how often they were met.

Checked to your scorecard

Reviewers score conversations against a scorecard you agree, and you can join the calibration sessions.

How it works

TOGETHER

1 2 3 4

TOGETHER

We study your written support

You share recent chats and emails, help articles and policies. We sort the contacts by type and agree reply times for each channel.

TOGETHER

We write the playbook with you

It holds the approved answers, what agents may do, when a case comes back to you and the scorecard. You sign off each part.

TOGETHER

The team learns your business

Your staff run the first training and our agents shadow them. Before going live, they show you what they've learned in playback sessions.

TOGETHER

We start with one channel

It goes live against checks we agree in advance. Other channels follow only when those checks pass and you say yes.

What you get

- ✓ A trained team answering your chats, messages and emails inside your own helpdesk
- ✓ Reply-time targets for each channel and priority, written into your agreement
- ✓ A playbook of approved answers and rules that you sign off and can change
- ✓ Cases passed to the right person on your side, with the full conversation attached
- ✓ Quality checks against a scorecard you agree, with calibration sessions you can join
- ✓ Regular reports on volumes, reply times, quality and what customers ask most

What we need from you

- Recent chats and emails, your help articles, policies and tone guide
- Access to your helpdesk and chat tools for our agents
- A person who signs off the playbook and takes cases passed back
- Time from your staff for the first training and shadowing sessions
- Your dates for sales, launches and seasonal peaks

Timeline We agree the timeline with you before we start.

How you stay in charge

You set the rules, and you can see everything the team does.

Answers you sign off

Agents answer from the playbook you approve. A new kind of answer or an exception to your policy comes to you first.

Reports and every conversation

You get regular reports, and you can open any chat or email in your own helpdesk whenever you like.

One named contact

One person on our side answers for the team, takes your changes and tells you when something goes wrong.

Change, pause or end it

Change the playbook at any review, pause a channel, cut back the work or end it on the notice in your agreement.

Questions people ask

Who owns the customer data?

You do. The team acts only on your written instructions under a data processing agreement, which we sign with you before any customer data is shared.

How quickly will the team reply?

We agree reply-time targets in writing for each channel and priority. Chat usually gets a tighter one than email. Reports show how often each was met.

Will the agents work in our own helpdesk?

Yes, on accounts you set up with only the permissions the work needs, and you can switch them off. Every ticket and reply stays in your system.

Will one agent handle several chats at once?

Usually, yes. Agents start on a low limit, which goes up only for experienced agents and comes down again if quality slips.

Bring a week of chats and emails

In a free consultation we'll show you how we'd sort them, and which ones should stay with your own team.

Every support team is quoted in writing after a free consultation, with the timeline agreed in the same quote.

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Book a free consultation: **webvijayi.com/contact**