Web Vijayi

SERVICE BROCHURE

# Customer support outsourcing teams

A trained team answers your customers in your name, to rules you sign off.




**11:00 am** The queue grows after a launch

6 AM 12 PM 6 PM 12 AM 6 AM

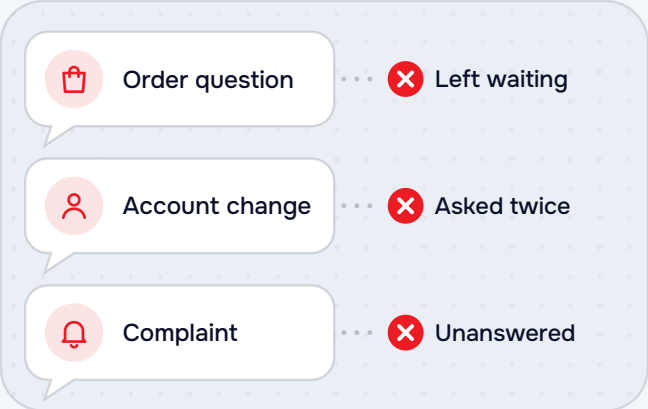
# Who it is for

Medium and large businesses whose own support team can no longer keep up, or who want their staff on the hard cases while a trained team takes the everyday questions.

- FIRMS ENTERING NEW MARKETS
- BRANDS WITH LAUNCH PEAKS
- INSURERS AND LENDERS
- FIRMS KEEPING HARD CASES

## When the queue outgrows the team

- Queues build after a launch or a price change, and evenings and weekends go unanswered.
- Each new market brings another language and another time zone to cover.
- Hiring and training for every peak is slow, and the new hires sit idle once it passes.




BEFORE: CUSTOMERS LEFT WAITING IN THE QUEUE

## What we take on

A trained outside team answers your customers for you, working in your systems and to your rules. You decide which contacts it takes and which always come back to your own staff. We recruit and train the team, check its work against a scorecard you agree, and report to you.

### Speaks in your name

Agents use your brand name, your tone and the answers you have approved.

### Checked to your scorecard

Reviewers score a sample of contacts, then compare scores with your team in calibration sessions.

### A record of every contact

Contacts are logged in your own helpdesk or CRM wherever possible, so the history stays with you.

# How it works

WE DO THIS · TOGETHER

1 · 2 · 3 · 4

TOGETHER

### We study your contacts

You share recent calls, chats and emails and your volumes. Together we sort which contacts the team owns and which go to your staff.

TOGETHER

### We agree the rules and the measures

We write the scripts, escalation rules and quality scorecard with you, and agree service levels for each channel. They go into the contract.

US

### We train the team

Training covers your products and policies. The price depends on the channels, hours and languages you need, agreed in the written quote.

US

### We run, check and report

Reviewers score a sample of contacts against the scorecard, and you get regular reports and review meetings with your named contact.

## What you get

- ✓ A trained team answering your customers in your name, on the channels you choose
- ✓ Scripts, answers and escalation rules written with you and signed off by you
- ✓ Every contact logged in your own helpdesk or CRM wherever possible
- ✓ Quality checks against a scorecard you agree, with calibration sessions alongside your team
- ✓ Regular reports, and a named contact who runs the review meetings
- ✓ A written exit plan, agreed at the start

## What we need from you

- Recent calls, chats and emails, and your volumes by hour and season
- Your current answers, policies and knowledge base, even old ones
- Access to your helpdesk, CRM and phone system for our agents
- One person who signs off scripts and takes the escalations
- Your rules on data: what agents may see, store and say

**Timeline** We agree the timeline with you before we start.

# How you stay in charge

Agents follow rules you sign off, and you can check their work.

### Scripts and rules you sign off

Agents follow the scripts, answers and escalation rules you approve. Refunds above your limit go to the person you name.

### Reports you can check

You get regular reports. When agents work in your own helpdesk and phone system, every record is already there for you.

### One named contact

One person on our side answers for the service, joins your review meetings and fixes the problems you raise.

### Change, pause or end it

Add or remove channels, scale the team, or pause or end the work, within the notice agreed in the contract.

## Questions people ask

**Who owns the customer data?**

You do. Wherever possible our agents work in your own helpdesk and CRM, so the records stay in your systems.

**Which contacts should stay with our staff?**

Usually the ones that change what you owe a customer, such as large refunds, legal complaints and key accounts. We map this with you first.

**How do you check the quality of the work?**

Reviewers score a sample of calls, chats and emails against a scorecard you sign off. Then both teams score the same contacts and compare notes.

**What if we bring support back in-house?**

We write the exit plan at the start, while everyone is on good terms, so you know how the work comes back to you.

## Tell us where your queues build up

Bring a rough count of monthly contacts by channel and the questions customers ask most. We'll say which parts suit an outside team.

**We quote in writing after a free consultation. Phone lines and software licences are listed separately.**

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