

Inbound

Services offered :

1. Technical help
2. Support and service
3. Annual Maintenance
5. Sales (Optional)
6. 3rd party Support
7. Remote access support for premium customer.
8. In-house or doorstep support
9. Appointment or Complaint support
10. Reward Support.
11. Service support

Outbound

1. Call backs
2. Sales
3. Support assistance
4. Promotion of product or service to the existing customers
5. Generating new customer
6. Creating Leads

Chat Support

1. Handling customer issues
2. Creating the complain id or CRN no/token no
3. Transferring the chat to the higher authority
4. Handling sales
5. Providing full support

3rd Day

Outbound

Sales principles

1. Introduction
2. Salutation

3. Purpose of the call
4. Handling customer objections
5. Trail Close
6. Closing Remarks

CATEGORY B:

1. Introduction and salutation
2. Purpose of the call
3. Handling/managing issues
4. Confirming the results of the issue
5. Closing statement.

Skills of the salesman/telemarketer

1. Using rebuttals at the right
2. Be convincing
3. Sounds good
4. Creating or generating rapport
5. Flexible

Do's and Don't (sales call)

Do's

1. Introducing yourself in the energetic way.
2. Smile and Talk.
3. Be polite
4. Be aggressive but to the some extent
5. Talk with the customer rather than reading a script
6. Listen and Talk.
7. Talk with a positive attitude
8. Closing the call in the positive way.

Dont's

1. Being too low to high (Voice)
2. Rude

3. Hanging up the call
4. Being too boring over the call
5. Stretching the conversation without any reason.

CHAT

Category A :

Existing customers

1. Technical issues
2. Product issues
3. Issue with the amount

Category B:

New Customer

1. Information
2. Sales
3. Either or Both

Starting of the conversation (CAT : A)

1. Introduction and salutation
2. Asking for the purpose of the conversation
3. Obtaining History
4. Acquiring Mobile no,Contact no (registered),License Key (optional)
5. Trail close
6. Closing Statement.

CAT B:

1. Introduction and Salutation
2. Asking for purpose.
3. Offering/Providing the information
4. Promoting the new offer/packages
5. Obtaining there Phone No,Name and the Zip code.Mobile No (optional)

Do's

1. Type in with full words.
2. Use frequently used words
3. Type in at an average speed
4. Introducing yourself properly
5. Handling the objections in a smart way
6. Understand and then reply to the customers
7. Trail Close
8. Ask for the feedback
9. Close the call in a polite way.
10. Be quick and to the point
11. Answer all the queries of the customers.

Don'ts

1. No Short cut
 2. Delay in reply
 3. Overtake the customers query
 4. Disconnecting the conversation
 5. Not resolving or holding the issues before the close of the chat
 6. Not empathising with the customer
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INBOUND

2 Category of customer

Category A : Existing customer

Reason/Purpose

1. Issue with the billing
2. Issue with the software
3. Issue with the Warranty
4. Issue with there previous service
5. Service Generation (appointment)
6. Appointment
7. Information on there existing package
8. Information about new services/product
9. Account management
10. Upgrade/Downgrade

Information Required :

1. Registered Contact No
2. Email id
3. Post Code

Category B: New Customer

Reason/Purpose

1. Information of the product
2. Received offer on mail, phone etc
3. Sales
4. Acquiring Knowledge of the product

Starting of the conversation

1. Introduction and the salutation
2. Listening to the purpose
3. Assurance over the services
4. Resolving the issues/Escalating the issue to higher authority
5. Summarising the conversation
6. Trail close
7. Re-confirming the issues being resolved
8. Closing Statement

Do's

1. Smile and Talk
2. Introduce properly
3. Listen to the customer reason for the call and resolve it accordingly
4. Short and to the point (conversation)
5. Re-confirm if the customer are satisfied

Dont't

1. Hang up
2. Taking too long to answer
3. Beating around the bush
4. Overtaking the customer conversation
5. Using the negative words

PRACTICAL

Outbound

Objection Handling

1. Not interested (early perception)
2. M already on a better deal
3. Is these a sales call
4. I need to talk to my husband/wife
5. Call back
6. I don't want to share my personal or financial information over the phone
7. Are you an Indian
8. I am still not interested
9. Send me something in writing
10. I will think about it
11. M already getting these benefit don't want to change the provider.

CHAT

Duties covered by you

1. Checking the customer warranty period.
2. Checking the history of the customer
3. Checking with the 0 level troubleshooting
4. Gathering the full information of the customer details.
5. Transferring the line to the head departments.
6. Gathering Full customer information Like Name, Zip code and address, Mobile no and Email (optional)

Issue Resolved By You

1. Warranty extend
2. New information about the products to the customer
3. Explaining them the services and there benefits
4. Acquiring the customer information (New)
5. Resolving the basis issues
6. Complaint
7. Sales
8. Information on there account
9. Changes in the account

10. Level 1 issue

Inbound Part 2

Trouble Shooting:

1. Technical Issue
2. Account Issue
3. Account Management
4. Trouble shooting.
5. Sales

Account Login

1. D.O.B
2. Pin code

Duties performed by the CSR

1. Account Login
2. Sales
3. Information on product or services
4. Information on delivery
5. Information in regards to the Physical store/Warranty etc
6. Complaint
7. Appointment (Service Appoitment)
8. Level 1 issues
9. Information on upcoming product.