

TRAINING MANUAL

There are 3 Project that the centre has to work on and in every project centre has to observe the Rules and Regulations to get the maximum output. Quality is very important for any project be it International or Domestic but how to achieve those trademarks are the utmost important and it need a lot of Research and Analysis to hit the bull eye. We have break down the important points and the agents are required to follow and implement these point while working on the Project.

CHAT SUPPORT

- Agents would be allotted with the separate and Unique Login id and password and the respective agents are required to login into the interface on every working day at the precise mentioned time. Delay in Log in and early log out would tend to cut the pay out of the center for the week.
- Agents are supposed to well aware of the timing of the country for which they are working. Agent should salutate the customer accordingly. Wrong salutation would lead to wrong impressions on the customer mind.
- Agent should listen to the customer issue patiently without interrupting him. Please understand its not a voice chat where the agents would get time and space to cover up the mistake. If the customer has any issue or want to know something the agents should listen to the customer and after the approval from the customer end the agents should start offering solution etc.
- Agents should keep probing the customer. If the customer has something to say or share then he should keep probing the customer so that the customer gets the impression that the agent is understand/listening the things.
- For the frustrated or the angry customer agent should deal with it in the most amicable way. In case if the agent is not able

to handle the customer then he should surrender right away and offer optional solution to the customer.

- The agents should keep one thing in mind that the customer are approaching them and the only reason they are approaching as they are going through severe issue and they themselves cant resolve so agents should deal the customer In the most appropriate way so that the customer can get the satisfaction that there is some one to take care of the issues.
- Once the session is completed the agents should not the URN/TOKEN/CTN no and share the same with the back end team for the escalation of the issues.
- Offer closing statement to the customer and wishing them good luck for rest of the day

DOCUMENT REQUIRED

1. URN/TOKEN/CTN no should be captured and pass to the back end team
2. Existing customer Serial no should be noted and pass on to the back end team while maintaining the same in the portal or Excel as per the requirement of the back end.
3. New customer full details should be captured and should share the same through the Online Portal only and the same is not required to keep in the excel.
4. For new customer the agents should make the full effort of capturing the customer contact no along with the Mobile no, Email id and the post code.
5. All the details of the existing and new customer details should be kept in safe and share the same as per the requirement on the same very day before log out.

INBOUND

- Agents should salutate properly to the customer.
- Agents should introduce him and his company in clear loud voice.

- Agent should listen to the customer by offering him his help.
- During the conversation agents should keep probe/reply the customer like OK,ALRIGHT,WONDERFULL etc.
- Agents should first listen to the customer issues/reason for the call before offering the resolution to the customer
- Agents deal the customer in the appropriate way and they should make the customer feel that there issues would be resolved.
- Agents should not over cross the customer issues, they should listen to the customer issues and then offer them the solution for the same.
- Agents should never quote the exact time of the resolution, they can use the words like 24 hours etc as per the issues.
- Agents should try to pull out the issues history of the issue with the customer as it would be helpful to overcome and resolve there issue In short period of time.
- Agents should talk with the customer and not use the frequent used words, as talking helps in generating a good rapport with the customer which builds the company image.
- Agents should smile and talk with the customer and a smiling face is a indicator of happiness.
- Agents should close the call by addressing the customer with the best name and a ensuring the customer that the team Is only working for them 24x7.
- Agents should not disclose his real identity or the location of there work, in case if the customer is asking the same they should use the location as been instructed.

DOCUMENTS REQUIRED

- Every agents will be provided with the CRM and the full access of the tools so agents should feed all the form of the customer input and generate the CRN. The same CRN no should be uploaded on the CRM with the Agents ID.

- If the customer is calling from the unregistered no then agents should confirm there phone no and upload the Doc accordingly.
- Upon completion of the conversation agents should give the CRN/TOKEN no to the customer so that they have a proff of the conversation and can used 2nd time in case if the issues are not resolved on the 1st instance.
- Agents should also take the customer email id (existing customer only) as a part of the verification

OUTBOUND

1. Agents should addressed the customer with the last name.
2. Agents should salutate the customer.
3. Should introduce him and his company and the reason of the call.
4. Should take permission from the customer if these is the right time to talk.
5. Should express the reason of the call in short and to the point.
6. If the customer is busy take the next best time to call
7. Should also try to take the customer alternative no
8. Agents should not rush to close the call but rather try and explain the customer for the reason of the call.
9. Agents should try to create a rapport with the customer and as a good rapport would give more reference for the work.
10. Agents should first explain them the reason of the call and then listen to the customer feedback/response in the most appropriate way.
11. Agents should not be too pushy on the call.
12. Agents should use the proper Rebuttals at the right time even in case if the customer is not convinced should exit from the call

13. Agents should never hang up the call but rather wait for the customer to release the call.
14. Agents should close the call by addressing the customer properly and wishing him best luck for the day

DOC REQUIRED

- Customer Phone NO
- Customer Name as it appears over the lead
- Customer email ID (optional)
- Customer feedback
- Status of the call (SALE,SERVICE etc)
- Customer best time to call

THANK YOU