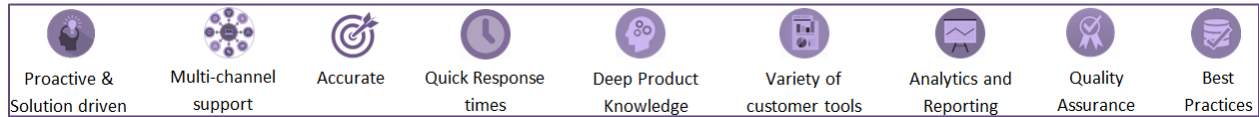




Business Support Services > Contact Center > Inbound Customer Service

KGiSL provides world-class customer service to some of the leading companies in the world. Proven ROI helps distinguished clients entrust their identity to us and the longevity of our relationships.

Inbound Contact Center Services primarily focuses on helping customers through dedicated support, building long-term relationships and promoting your brand, services and products during the process. Qualified call center professionals with extensive and relevant expertise in handling calls manages customer touch points to ensure a consistent and positive experience.



KGiSL provides contact center services from within your existing technology platform or our own in-house CRM system and workflow, integrating both teams to provide support and flexibility needed to keep costs down and to maximize capacity. Contact Center Agents fully trained in all relevant aspects of client’s business ensure high quality of service.

Lower costs, raise productivity and arm your platform with KGiSL Contact Center operational capacity

The state-of-art high-tech infrastructure, highly efficient talent pool and technology platforms helps provide efficient and effective call center support customized for clients. Services are customized around the client’s specific needs and deliver highest quality service without sacrificing speed and efficiency. KGiSL inbound call center infrastructure and company policies offer complete transparency in operations.

KGiSL’s consultative approach to personalized solutions, end-to-end follow up campaigns, up-selling and cross-selling opportunities, scalability to handle the seasonality of sales, - all renders a more engaging and satisfying experience to both customers and clients.

Some of the benefits of outsourcing inbound contact center to the KGiSL include:

- All contact center agents work according to client’s time zone
- World class infrastructure and leading technology platform
- 100% call recording
- Experience in different industries and projects
- Multiple channel support (email, web, phone, chat etc.) enabling customer choice
- Easily scalable operations
- Instant access to pool of expert agents
- Automated & robust Work Force Management System, Production & Quality management Systems
- Real time Dashboards, MIS and Analytics driven approach to sales and service
- Flexibility to adapt to your specific requirements

KGiSL works with clients to create customized solutions that increase customer satisfaction, sales and profit potential. For more information about our Contact Center Services and to find out more about why we are a wiser choice than other providers, please feel free to get in touch today.



CASE STUDY: CUSTOMER SERVICE CHANNEL – INBOUND

ABOUT THE CLIENT:

The CLIENT is a leading provider of VoIP based home phone and long distance telecommunications services to residential and businesses in Canada. With over 10 years of experience in providing high level communications, the CLIENT positions its services on basis of Value, Quality, Reliability, and Unmatched Customer Care.

OFFSHORING MANDATE:

- Provide a high value English-based customer service function.
- Respond to IB customer calls to help resolve billing issues, update customer records, register technical complaints, upgrade/downgrade plan selection, etc.

SERVICE FOCUS:

- Consistently improved customer satisfaction scores from 60% to 85%
- Optimized the staffing requirement through improved talk time, usage of WFM tools and extensive usage of knowledge base

CALL VOLUME HANDLED: ~60,000 calls/month

FAST FACTS:

- SERVICE WINDOW: 09.00 AM – 11.00 PM EST

SUPPORT FOCUS:

- Customer Service - General Enquiry
- Customer Service – Home Phone
- Billing Queue - General Enquiry
- Long Distance – Special Queue
- Escalation Queue – Supervisor/Manager Calls
- Outbound Follow-ups

SLA PERFORMANCE	SLA	ACTUAL
• Answer Levels	97%	98%
• Schedule Adherence	90%	95%
• AHT (Mins)	8	8.5
• CSAT Scores	80%	82%
• Call Quality Scores	80%	85%

TECHNOLOGY:

Telecom: VOIP based telecom platform with Eyebeam Softphones

CRM: Proprietary CRM tool

