Yepme Technical Support Customer Care

YEPME INBOUND CUSTOMER CARE

With 19 Lakhs and 80 Thousand (Incl. Tax) Advance Billing on 10 Seats

Avon Pixel

Inbound Customer Care Now in domestic All Over India. Hindi/English/Regional language customer Support Calls

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About Us

Competing for the most experienced and qualified candidates in today's employment marketplace pose significant challenges. When business requirements call for multiple hires within a tight timeframe, these challenges cause increased costs and hinder your ability to meet business objectives. AVON PIXEL has been working with leading IT, Sales and other organizations in the different industries such as; Telecommunications, SEO, B2B, Banking & Finance, Recruiting and IT.AVON PIXEL will contribute to your company's flexibility so that your company will be able to focus on its core competencies. Our aim is to provide the most cost-effective solutions through the best delivery methods and processes to ensure that customers can focus their internal resources on key business processes – thereby significantly improving the efficiency of their daily operations and reducing costs. We focuses on driving business results through high-touch, value added human resources outsourcing solutions.

About Client

YepMe is an online shopping company,specializes in the online retailing of men's and women's garments and accessories.

YepMe Services

YepMe's discerning customers vouch for the comfort, the fit and oomph. YepMe lets you confidently put up a bold and contemporary style statement amongst your peers. All the products are a result of best practices followed right from fabrics to fit and fashion. Years of retailing expertise and a keen focus on creating not just apparels, but memorable experiences for you, dictate our work pattern. Every single stitch, color, the choice of fabric, everything has been designed and put together to give you that best brand feeling.

About Project

This project is in regards to People who are using our client's service. The customer who wants to inquire about any Order (Booking or Canceling) or other issue /Facing some problem in General Enquiry of Products/ Wanted to enquire about any product / any complaint about Product /Replacement of product Issues regarding Bill payment / any money related issue / any Complaints regards to telecommunication issues etc. Call center need to assist them with appropriate answers as described in Script /Guided in Training.

Domestic Process of 19 LAKHS 80 THOUSAND

YEPME INBOUND CUSTOMER CARE

Project is all about of handling Antivirus + System Security+ Computer Security Technical Query Solving

There would be calls regarding Customer Care (Complaints / Queries Solving Only) No Sales

Project Schedule:

✓ Center could directly Sign Up with Client.

Seats And Payout

✓ Work would start over minimum 10 Seats.

10 Seats * 24 * 7

Payout (Non Sales) would be as follow:

✓ INR 275 per Agent per Hour

Monthly Payout:

✓ INR 66000 * 30days = INR 19,80,000

➢ CENTERS DON'T NEED TO SALE ANYTHING. IF CUSTOMER WANTED TO BUY ANYTHING HUST SIMPLY TRANSFER CALL.

Securities

- ✓ Per Hour per agent payout is 275 INR Rs. of which client will be giving 50 % Advance payment and 50% Performance based bank guarantee.

Requirements

- ✓ There are certain things/Parameters which call center need to follow strictly while assisting the customers / while running this process.

Working Hours

- ✓ 24 HOURS A DAY 7 DAYS A WEEK

Shifts	Timings
1st Shift	6 AM – 2 PM
2nd Shift	2 PM – 10 PM
3rd Shift	10 PM – 6 PM

Documents/Certifications Required

- ➢ Company Profile.

- ➢ Articles and Memorandum of Association.

- ➢ Director's profile along with Senior Management Profile (Heads of Technology, HR, operations and quality).

- ➢ Details of past and current experience in Inbound, Outbound (Domestic or International) Dot Licenses (Domestic & International).