SERVICE SETUP ROADMAP

Focus on your core business competences and let us take care of your Customer or Technical Support.
Cooperation Setup
- Solution Concept
- Team Composition
- Responsibility Matrix
- Escalation Management Process
- Staffing Plan
- Delivery Process

Logistics
- Facility setup
- Internet Connection
- Workstations etc.

On-boarding
- Induction
- Training
- Pilot phase

Staffing Phase
- Staffing of Validated Candidates
- Pre-selection
- Background Investigation
- Technical Interviews
- Client Interviews

Daily Operations
- The entire team is on-boarded and fully operational
Induction
- Company Policies
- Systems & Tools
- Security Policies
- Health & Safety Regulations

Training
- On-board the team into the existing delivery organizational structure
- Adapt to the existing processes and working principles
- Get familiar with architecture, business processes and day-to-day activities

Pilot
- Test processes and tools, in order to insure a smooth Go-Live phase
- The operations team will execute test calls and different scenarios, while supervised

Go-Live
• Reporting and Meetings regarding customer satisfaction surveys
• Cases quality control
• Weekly Team meetings
• Personal Service Desk Agents performance and resolution analysis
• Remuneration bonus scheme for agent according to the targeted KPIs for improvement
SLA/KPI Management

• Ongoing daily, weekly and monthly compliance monitoring
• Development of service improvement plans in case of incompliance
• Definition of new targets personnel’s KPIs, based on experience

Reporting

• Biweekly Meetings for the first 6 months of the service
• Monthly Meetings after the first 6 Months

BULPROS will deliver detailed KPI-related reporting addressing service parameters, occurrences, changes and trends.