

## **OVERVIEW**

The company is one of the leaders for dialysis products and services, including machines, dialyzers, and consumables and advanced hemodialysis systems not just in the UK but the USA as well..

They are also into Radiation oncology, offering a wide range of solutions for cancer treatment, including linear accelerators and treatment planning systems & equipments. The Client has a turnover in excess of 18 Billion GBP.

The Chat support system is for the following concerns:

365 DAYS GMT 8:00 AM TO 6:00 PM B2B ONLY.

1. New purchase of equipment
2. Schedule of delivery and Installation
3. Redressals on damages or failed mechanism/equipments
4. Queries on technical issues related to equipment
5. Redressal on returns of faulty equipments.

These are the 5 major concerns that would be addressed on the chat support program initially. As ramp up takes place this service would also extend to parts of Europe such as Germany and France. The language of support shall remain as English.

A.The payouts rates would increase over the following terms of the ramp up in the 3<sup>rd</sup> Month and the 9<sup>th</sup> Month of the contract depending upon performance.

B.This is an Incident Level 1 program,the metrics will remain constant at 98.5%

Agents on the program would have to undergo a strict English Grammar Assessment paper.

C. Chats which are not resolved on the operational shift will have a ticket posted, escalation call backs with a solution from HQ must be completed in a TAT of 18 hrs from the ticket being posted. The same shall be reimbursed at actual cost.

D. The final SLA shall incorporate all schedules and timelines with exact dates for start of Operations.

E. Onsite training is at Client cost. Co-ordination from Blue Verse would be a necessity.