

# Leading PC Manufacturer

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## **Objective**

- Providing help and support for Computer Hardware related problems.
- Providing on-demand tech support, especially when virus related problems arise.
- Processing Customers information for speedy pickup/delivery/repair/replacement of their computers.
- Upselling Products and Services to existing customers.

## **Target Personnel**

Home and Business Users

## **Achievements**

The project initially started with approximately 24 Advisors, well trained with their products and tools. They were also trained on their processes so that they could identify different types of customers. The current team is around 50 members now. We started achieving the required SLA's / KPI's within 2 weeks of the project going live. Our current service levels touch 100% everyday. Currently we achieve sales targets. Another accolade is we overachieved our sales target and won the competition with the UK team.