

E-COMMERCE CHAT & EMAIL SUPPORT

Network, contact-center and computing infrastructure designed to support reliable customer operations.



Connected support infrastructure

Technology & Infrastructure

Lease Line

4 Mbps to 10 Mbps

SIP

Cloud SIP with MPLS for USA Calling

VMware

VMware Essential Plus Kit — Total 10 Kits / Parent Key for 10 users

PBX — NEC SV 9500

- Loggers
- Recorders
- CRM Management
- CTI/CSS — 10 users
- IP Phones extension — 10 users
- SIP Trunk license — 10 users
- Capacity Port License — 10 users
- ACD — P Even License — 10 users
- IVR level 4 — 10 users

Desktop Workstations — 10 Units

- Intel i3 / i5 / i7 or above
- RAM: 8 GB minimum
- Hard Disk: 250 GB or above
- Graphic Card: 8 GB
- LCD Monitor
- Keyboard & Mouse
- Headphone

Dedicated Server Configuration

Processor: Intel Xeon Platinum 8253, 16C, 2.2 GHz

Number of processors: 2 • Total cores: 32 • RAM: 32 GB

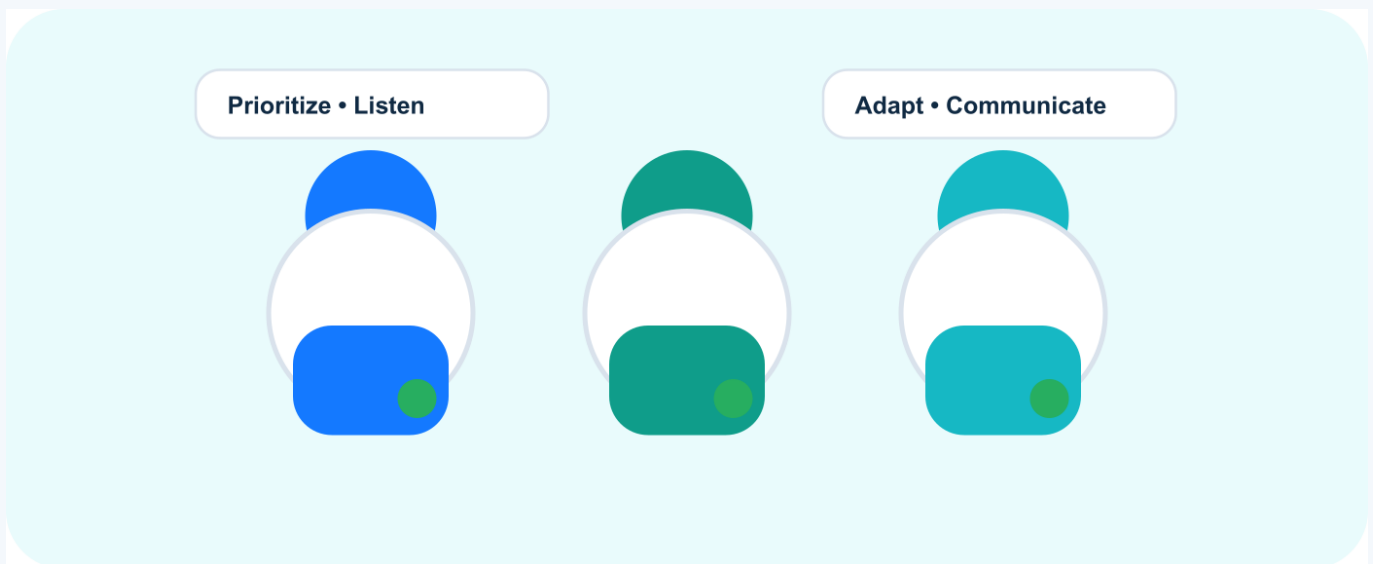
Server OS: MS Server (Original) • Hard Disk: 1 TB

RAID/Storage Controller: RAID 930-8i, 2GB Flash PCIe, 12Gb Adapter

Supported Hard Disk: 2.5in SAS/SATA/NVMe • Power Supply: 1600W / High Efficiency

HIGH-PERFORMANCE SUPPORT TEAM

The right skills, communication ability and customer focus help live chat agents manage demanding e-commerce conversations effectively.



Critical Skills for Live Chat Agents

01	Prioritizing Prioritize tasks and manage multiple conversations simultaneously.
02	Memorizing & Recall Recall product information, policies and procedures.
03	Multitasking Handle multiple tasks and conversations at the same time.
04	Emotional Intelligence Remain calm and composed in high-pressure situations.
05	Software Navigation Navigate software and systems with ease.
06	Adaptability Adapt to changing situations and priorities.

07

Learning Agility

Learn quickly and apply new knowledge and skills.

Candidate Requirements

Education

Graduation is mandatory.

Typing Speed

70 words per minute typing speed is required.

OS Knowledge

Knowledge of basic operating systems is required.

Analytical Ability

Good analytical ability is required.

Language

High level of fluency in written English is required.

Experience

Preference will be given to candidates with experience in e-commerce.

E-commerce Knowledge

Knowledge of e-commerce products and services is required.

Communication

Ability to communicate effectively with customers in English is required.

Selection Process

01	02	03
Candidate Screening	Interview	Client Selection

The selection process will be handled by the client team, with candidates screened and interviewed to ensure they meet the required skills, experience and role expectations.

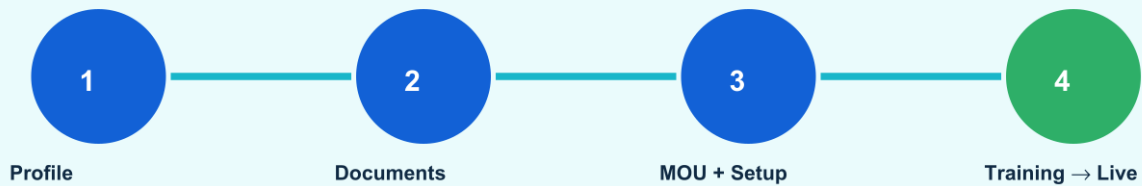
USA E-commerce Chat & Email Support

Customer assistance, product guidance and query support for a USA-based leading e-commerce company.



USA customer support • chat • email • CRM

Process Type E-commerce Chat Support Process	Shift Timing 8:30 PM to 06.30 AM with 1 hour break (8 Hours Net Login).	Working Days Monday to Saturday (26 Working Days).
Language USA assent	Seats Require Min 10 Seats – Max 100 Seats.	Payout \$12 Per hour Per agent
Payout Cycle Weekly (1st week invoice raise on next week Monday, after 2/3 days payment).	Approx. Billing \$4800 for 10 seats for Weekly. (Approx.)..	Agreement Tenure 11 Month initially extended up to 3 years as per center performance.
Client Support Chat Ids, CRM, Online Training and Support.	Center Arrange 10 Agents, 1 TL, 10 Pcs, 10 Head Sets, Internet connection + Technical Set ups.	Agent Skill Req. Must have professional approach / Experienced any call handling skills.



Center onboarding and go-live workflow

KEY HIGHLIGHTS

- Work with a leading E-commerce aggregate or affiliate company to provide exceptional patient care and support provide chat and email support to international customers in the e-commerce industry.
- Earn a competitive payout of \$15 USD per hour for TL and \$10 USD per hour for QA and TL.
- Work in a USA time zone, with flexible shift options - Contract duration is 11 months, with a payout cycle of every week - TAT is 26 days, ensuring timely and efficient service delivery.

RESPONSIBILITIES

- Provide exceptional customer support via chat and email.
- Respond to customer inquiries and resolve issues in a timely and professional manner.
- Work collaboratively with the team to ensure high levels of customer satisfaction.
- Meet productivity and quality standards, with a focus on delivering excellent customer experiences.

WORK DESCRIPTION OR SCOPE OF WORK

We are seeking a call center to provide customer support via email and chat for a leading USA-based e-commerce aggregate or affiliate company. The call center will be responsible for:

- 1) Providing Knowledge and Query Support:** Assisting customers with their queries and providing knowledge about products and services.
- 2) Guiding Customers:** Helping customers to buy products and guiding them through the process.
- 3) Script and Training:** The Company will provide a script and training for 7 working days.

SIGN-UP PROCEDURE

01	Share Experience / Company Profile The Center shall share their experience company profile (CP) first for short listing the process.
02	Legal Documents After short listing, the center shares the required company legal documents (Comp regd copy, Pan Card, GST Cert).
03	MOU + Processing Fees The Center shall make the MOU sign up with us along with processing fees.
04	Vendor Introduction After MOU sign up, the consultant will introduce with Indian Vendor who will make MOU for the center for the technical arrangement and screening of the agents.
05	Technical Set-up Then the center shall arrange the technical set up as per Vendor MOU.
06	Verification After arranging the complete set up with hiring client team shall make all set up verification.

07	SLA Then the Indian Vendor shall make arrange SLA of the center with Direct client.
08	Training → Live After SLA sign up the client will start the training process then the Center goes live.

Source details retained from the supplied USA E-commerce Chat and Email Support Process document; company branding updated to Viswa Digital Technology.

USA E-commerce Chat & Email Support

Estimated monthly investment structure for a 10-agent + 1 TL support operation.

Required Team

10 Agents + 1 TL

Monthly Expense

■5,00,000 Approx.

Monthly Billing

■15,50,000 Approx.

Estimated Monthly Expense Breakdown

#	Particular	Estimated Amount
1	No of Seats Require	10 Agents + 1 TL
2	Salary For 10 Employee (Approx.)	3,10,000 (2,50,000 + 60,000)
3	Laptop / Desktop (Monthly Rented Basis)	20,000
4	Dialer, Data, VoIP (Client Support)	0
5	Head phone Purchase	10,000
6	Office Rent (For 10 Seat Capable)	70,000
7	Internet Connection (Lease Line for 4 MBPS)	20,000
8	Technical Support Rental	50,000
9	Other Miscellaneous Expense	20,000

Total Monthly Expense (Approx.)

■5,00,000

Financial Snapshot

MONTHLY EXPENSE	MONTHLY BILLING	NET PROFIT / MONTH
■5,00,000	■15,50,000	■10,50,000

Expense	Billing	Net Profit
■5.0L	■15.5L	■10.5L

Investment Components at a Glance

People 10 Agents + 1 TL; salary estimate is the largest monthly cost.	Workstations Laptop / Desktop on a monthly rented basis.
Connectivity 4 MBPS lease-line internet connection.	Technical Support Monthly technical support rental.
Workplace Office capable of accommodating 10 seats.	Equipment Headphone purchase for the support team.
Client Support Dialer, Data and VoIP listed as ■0 in the estimate.	Miscellaneous Other miscellaneous expense provision.

Note

The above estimate shall be little change as per City Type:- A & B cities.

Branding updated from the supplied source document to Viswa Digital Technology; estimate figures and terminology are retained from the source.