KONTEC

BACKEND SUPPORT PROCESS

Project Details

Akontec is pleased to present this proposal for back-end support operations. This blended process encompasses online marketing, lead generation, follow-up of leads, email and chat support, handling inquiries, and assisting with the signup process. Our goal is to provide comprehensive support to ensure efficient and effective operations for our clients.

Our Requirements!

- We seek BPO service providers with a proven track record of operational efficiency and excellence.

- A team that is proactive in identifying opportunities for improvement and driving continuous enhancement in service delivery.

- Commitment to providing exceptional customer service and support to ensure client satisfaction.

Partnering with Excellence in BPO Services

Akontec is a leading outsourcing company committed to delivering guaranteed payouts and exceptional project opportunities. We are actively seeking BPO service providers with proficient teams to manage and enhance business operations.

At Akontec, we believe in fostering partnerships that drive mutual growth and success. Our comprehensive outsourcing solutions are designed to meet the diverse needs of businesses across various industries.

Services Required

Online Marketing
Developing and executing online marketing strategies. Managing social media platforms and online campaigns. Tracking and analyzing online marketing metrics.

Lead Generation
Identifying and generating leads through various online channels. Qualifying and nurturing leads to convert them into potential customers.

Follow-Up of Leads
Continuous follow-up with leads through emails, calls, and messages. Maintaining detailed records of interactions and progress.

Email and Chat Support
Providing prompt and professional responses to customer inquiries via email and chat. Resolving customer issues and providing information as needed.
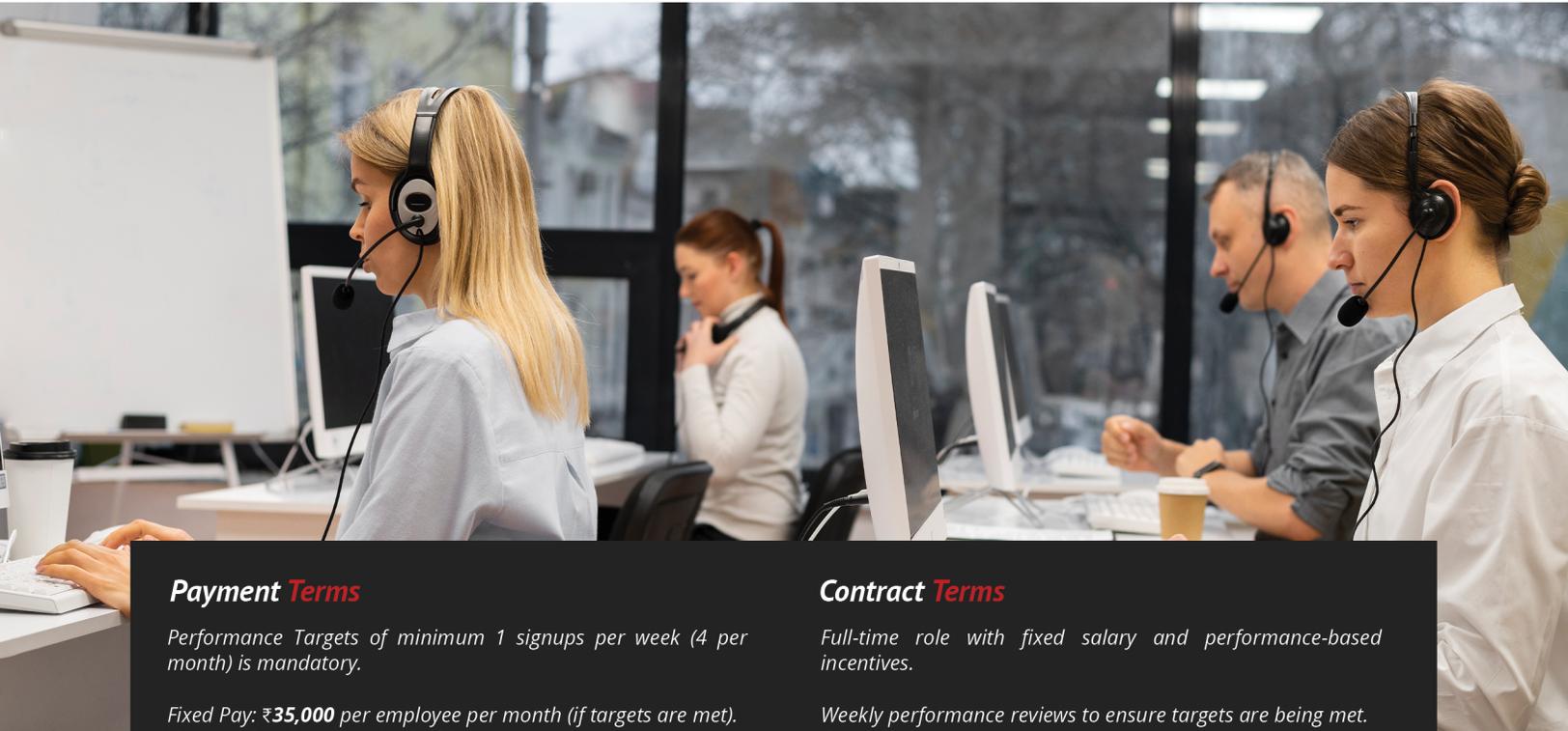
Handling Inquiries
Managing and responding to customer inquiries efficiently. Providing accurate information and solutions to customer questions.

Assisting with Signup Process
Guiding customers through the signup process. Ensuring all necessary information is collected and processed correctly.

Payment *Terms*

Performance Targets of minimum 1 signups per week (4 per month) is mandatory.

Fixed Pay: ₹**35,000** per employee per month (if targets are met).
Variable Pay (Incentives): ₹3,000 per signup.

Total Pay (if targets met) = Fixed Salary + Incentives = ₹35,000 + (5 * ₹3,000) = ₹**50,000** per employee per month.
If targets are not met: Baic Pay + ₹3,000 * Number of Signups.

Additional bonuses for exceeding targets ₹5,000 per signup after 5 signups in a month.

Invoices should be submitted at the end of each month. And payments will be issued within 7 days from the invoice date.

Contract *Terms*

Full-time role with fixed salary and performance-based incentives.

Weekly performance reviews to ensure targets are being met. Consistent failure to meet targets may result in a performance review and possible termination.

The contract period is one year, with the possibility of renewal based on performance and mutual agreement.

A minimum of 5 qualified and experienced agents are required to perform the operations effectively.

Required setup with high-performance computer systems and a high-speed internet connection to ensure seamless and efficient operations.

What We Offer?

At Akontec, we provide a comprehensive suite of services designed to ensure your success. Our offerings include guaranteed payouts for financial stability, diverse project opportunities to enhance your team's skills, and strategic collaboration for optimal outcomes. With Akontec, your team has everything it needs to excel from day one.

Begin your venture in the BPO industry today with Backend support Project, offering comprehensive marketing support solutions. Join us to maximize your business potential from day one.

✓ By partnering with Akontec, you gain access to top-notch support services, cutting-edge technology, and a team committed to driving your success.

✓ Personal account manager for streamlined communication and support. Regular performance evaluations with potential for bonuses.

✓ Access to detailed performance analytics and reporting for informed decision-making.

Project Training

At Akontec, we fully equip and prepare your team to excel through our comprehensive three-day training program. Daily 2-hour virtual sessions cover operations, processes, and CRM software usage. We provide detailed training materials to enhance understanding and application.

Project Support

We offer comprehensive project support through live chat and continuous performance monitoring, ensuring your team operates smoothly and efficiently. Our services include assistance with technical and process-related issues, along with billing support for project invoicing.

Technology Setup

We provide CRM software fully integrated into your systems, along with WFM software and virtual server space for efficient data management.

Signup Process

Submit your application online along with the required documents, and we will process your application within 24 hours. The contract softcopy will be sent to you via email.