Customer Service Support Proposal

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**Introduction**

Our company has been providing customer services to a number of companies. Our services include on call solutions to the customer problems and communicating the problems to the company. We also provide feedback on what problems are the customers facing regarding the service.

The company under consideration wants some customer support services for a newly developed application. The application is an online cab service.

**Client Needs**

The client will need 24 hour services. The number of calls taken will be variable. The report of daily phone calls and conversations and any other query or solution will be communicated daily. Our company has a staff of over 60 employees. We will make them work in three shifts of 20 each for 8 hours. Our staff is specialized in taking phone calls from various clients. The experience of our customer care representatives will allow the best possible services provided to the customers. The daily report sent to the parent company will ensure that the time between the query and its solution is minimum. We will provide live chat and phone service to the clients. The main aim of our system will be to provide reliable customer support to the customers and clients.

**What we will do?**

* Need #1: To receive customer calls quickly and respond accordingly
* Need #2: To provide the company with the problems faced by the clients or customers
* Need #3: To communicate the solution proposed by the company to the customers

**How will we do it?**

Our company has been working with different small businesses and has successfully completed many projects of improving customer services.

* Goal #1: To make all the employees familiar with the new application
* Goal #2: To train all representatives to deal with the general problems faced by the clients
* Goal #3: Monitor the performance of all employees and train them accordingly.

**How to achieve the goals:**

An orientation session will be undertaken for all the employees in which they will be introduced in detail to the new application. We will also provide a manual to the employees containing the general queries of the customers and how should these queries be addressed.

**Our Proposal**

The client needs an active set of employees who can answer the customer calls and solve any issues regarding billing etc. Our employees will ensure that the customers do not have to wait for the response to their queries. Our solution will ensure that the sales revenue of the company does not fall down rather it is increased over time.

**Rationale**

* After going through the various customers using online cab service, we have come to know that the response time to the problem is high. The problem is handed over to the concerned department after certain delay. We will make sure that this delay is minimized by coordinating between various departments.
* Not a lot of companies are present who provide dedicated customer support services. We will fill this gap by providing high quality support services.

**Technical/Project Report**

The systems will be setup and employees will be trained about how to go about things. After a fixed period of time, employees will be given on the job training to improve their customer services techniques.

**Resources**

Our company will hire a building in the city where your company is situated. The support staff will be looked after by 2 x shift managers. The managers will be responsible for the servers into which all sorts of data will be stored. There will be 24 systems placed in 3 x rooms. All employees will be provided with a unique user name and password. The mangers will continuously monitor the activity on all logins. Any delays in responding to calls on the part of any employees will be dealt with accordingly. The duty of the managers will also include taking daily backups of the data and also deleting the old backups so that the system space is available at any given point in time.

**Pricing**

The pricing will be done on the following basis:

* A fixed cost of $ 2000 will be charged for a 6 months period in the name of maintenance costs
* Per call: An amount of $ 0.5 will be charged on each call that remains active for 1 minute. The calls longer than 1 minute will be charged $1.75 each.
* Per query answered: Our Company will charge an amount of $ 3.5 for each query communicated from the customer to the company. A further of $ 1.00 will be charged when the solution will be communicated back to the customers.
* If the issue has been communicated to the parent company and the solution has not been provided within the stipulated time then the extra calls will be charged at $ 1.5 per call.
* This is a preliminary estimate of pricing. The prices will be finalized after discussion.

**Qualifications**

We have been providing high quality/guaranteed product/service in the following ways:

* 5 years’ experience in the related field
* A trained and dedicated workforce
* The technical knowhow of how problems can be solved

We look forward to working with you as a support service provider. We also hope to help you increase your sales through dedicated support services. We can bring any changes that you desire or communicate over the life of the contract. We also look forward to a steady, long term business relationship with your company.

Any queries regarding this proposal will be answered promptly. We look forward to a follow up conversation regarding this proposal.

**REFERENCES**

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