



Serving World-Class Enterprises Enterprisingly



## VIRTUAL CAPTIVE CENTER FOR EUROPEAN COMPANY

*Committed to drive your business performance*



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## Technical Helpdesk for a German Conglomerate

### The Client:

The client is a world leading multinational engineering and electronics company. Their core operating sectors are mobility solutions, consumer goods, industrial technology, power tools, energy and building technology.

### The Challenge:

Client was not able to handle and track the calls and tickets coming from the dealers nationwide. This was impacting the resolution days of the tickets. Hiring and retaining staff who could speak multiple languages was a challenge. In order to allocate the company's resources on more core aspects of the business, the company decided to outsource the helpdesk function handling calls from these dealers based in India.

### The Requirement:

The client contacted KGiSL to provide technical helpdesk support with fully equipped office space for the following scope of work :

- Setting up of a L1 Technical Helpdesk via phone / email
- Create tickets for all requests and Providing Level-1 technical support to the end users / dealers
- Monitor and track the status of individual tickets assigned to L2 teams.
- Provide weekly / monthly reports

### Our Solution:

KGiSL proposed to offer tech support service to this client in one of their facilities in Coimbatore to accommodate the helpdesk function that was very convenient and accessible for the client and staff

- The seats were all fitted with the latest computer equipment, a high-speed Internet connection and licensed software as needed for their daily operations
- After assessing the scope, KGiSL developed a customized helpdesk ticketing system to raise the tickets and track scenario based tickets until closure
- Calls were routed to the KG Dialer, this enabled to track all the calls and attend to missed/abandoned calls on real-time basis and Improved customer experience
- A team of polyglots (speaking English, Hindi and South Indian languages) were hired and trained in the support areas
- Updated and maintained the troubleshooting knowledge database related to the product line within the scope to improve FCR

### The Results:

- The client started their operations in our office within two weeks of proposal
- Resolved 87% of the dealer tickets in L1 support
- Upskilling L1 helpdesk agents helped reduce load on L2
- Improved service level compliance from 70% to 94%

**Service Window (Mon-Sat):** 9:00 AM – 6:00 PM IST  
**Calls Handled (IB/OB):** 65 per agent per day  
**Emails:** 25 per day  
**AHT:** 6 minutes  
**First Call Resolution:** 87%  
**Average Speed to Answer:** 8 Seconds  
**Abandoned:** <5%



### Nationwide Support

S No	Zone	%
1	West	25.99%
2	South	29.54%
3	North	36.01%
4	East	8.46%



Hotline Operations

