

Online Gaming Chat Support

PROJECT DETAILS



Target Audience

Deliver chat support services to online PC gamers using cloud-based gaming platform renowned for its diverse selection of play-to-earn games. Ensure seamless support service and encourage users to buy gaming add-ons.



Target Geography:

English speaking gamers worldwide may try to initiate chat requests.



Operational Hours:

The center is required to run three shifts and is also responsible for arranging extra staff during peak volume periods.



Payout & Benefits:

The payout is USD 12.75 per seat per hour. Chat support will be available seven days a week, with chat volume forecasts provided to assist in staffing planning.



Payout Frequency:

Payout frequency will be monthly and will follow local governing laws.



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Project Technical Condition:

Each agent will access the highly secure customer management system within their intranet network. During training, every agent will play relevant games and reach specified levels, gaining real-time experience with various issues. This access & gaming platform requires no installation.



Workstation Requirement:

Each agent must possess a functional computer with high-speed internet access and an updated browser. Furthermore, every computer should include a dedicated video graphics card with a minimum capacity of 4GB.



Chat Support Workflow:

The Team Leader will access the chat queue management system. All agents logged into the chat CRM will be visible in the CQMS. The Team Leader controls the flow of chat requests to agents and can also increase or decrease chat flows to specific agents. The Team Leader randomly monitors chats to prevent mishandling by agents. All chat activities are monitored in real-time by the client, scheduled in which the Team Leader will require participation.



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Chat Add-ons Bonus:

Agents will be paid performance bonus for every add-on purchased by the gamer & the revenue sharing is as follows.

USD 300 - USD 699	0.70%
USD 700 - USD 999	1.25%
USD 1000 - Above	1.50%



Monthly Payouts & Financials:

Center payouts will occur either on the 28th of each month or on the last working day. Please note that Saturday and Sunday are non-operational days, and leads generated during these days will not be compensated.

The center is required to submit invoices for agents' working hours and performance bonuses before the 25th of each month.



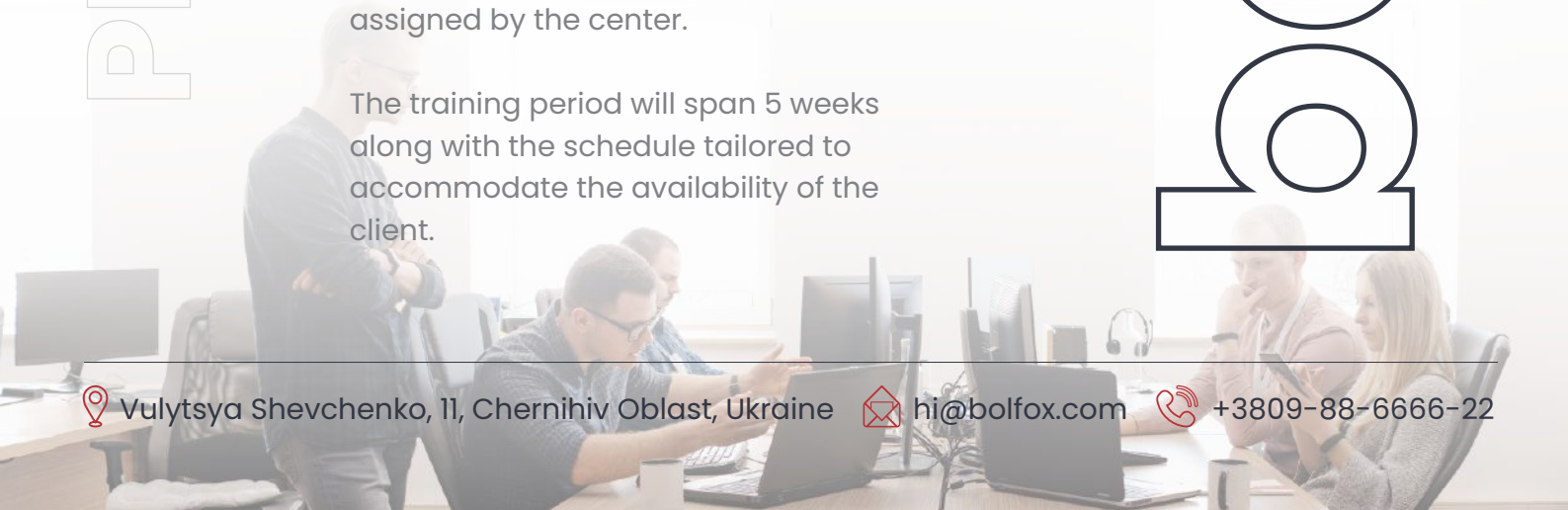
Project Training

Training will be offered to either the Team Manager or the designated Team Trainer assigned by the center.

The training period will span 5 weeks along with the schedule tailored to accommodate the availability of the client.



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Signup Process & Security Deposit:

The proposed center will begin operations with 12 seats, and after 150 consecutive business days of uninterrupted activity, it will accommodate 40 seats. A qualifying center must have the capacity to scale upto 75 seats. To ensure commitment to fulfilling the contract, a 100% refundable security deposit of USD 6200 will be paid and held by the coordinating agency for 90 business days. This deposit will be returned to the sender's bank account either on the 90th working day or along with the third payout.

A contract draft will be provided to the center, which must be printed on stamp paper issued by the government of the center's country. A signed scanned copy of the contract must be emailed to the coordinating agency.

The center must commence operations within 30 days after signing and accepting the contract.

Please let me know if you need further clarification.

(For Gerald A.)



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