

Veterinary Care Chat Support

PROJECT DETAILS



Target Audience

Assisting clients with inquiries related to pet health, appointments, and prescription refills. Additionally, they may schedule appointments, handle billing inquiries, and offer support for pet-related emergencies.



Target Geography:

Throughout the United States, from coast to coast.



Operational Hours:

The center must operate three shifts and arrange additional staffing for peak volume periods, ensuring smooth operations around the clock.



Payout & Benefits:

Chat support will operate 24/7 with a payout rate of USD 15.50 per seat per hour, and staffing planning will be aided by chat volume forecasts.



Payout Frequency:

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



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Project Technical Condition:

Through a centralized platform, chat support agents receive real-time messages from clients regarding inquiries about pet health, appointments, and prescription refills. The platform displays incoming chats, enabling agents to promptly respond to client inquiries and provide assistance as needed.



Workstation Requirement:

Each agent must have a standard working computer with regular internet access and an updated browser. Furthermore, all computers must be connected through a multi-layered secured network.



Chat Queue Management:

All agents logged into the chat network will be visible in the queue. The queue manager accesses the chat queue and controls the flow of chat requests to agents. Depending on the chat volume, the queue manager can also adjust chat flows to specific agents. A relevant project manager, responsible for operations, randomly monitors chats to prevent mishandling by agents. All chat activities are monitored in real-time by the client.



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Monthly Payouts & Financials:

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

The center is obligated to submit invoices for agents' working hours and other earnings before the 25th of each month.



Project Training

Training for the Veterinary Care Chat Support project is typically conducted through a combination of interactive sessions, hands-on exercises, and virtual simulations. Topics covered may include pet health information, appointment scheduling procedures, prescription refill protocols, and customer service best practices.

Training materials may be provided digitally, and trainers may utilize video conferencing tools for remote sessions. Additionally, role-playing scenarios and real-life case studies may be incorporated to enhance learning and prepare agents for various customer inquiries.



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Refundable Deposit:

To ensure commitment to fulfilling the contract, a 100% refundable security deposit of USD 3500 will be paid to and held by the coordinating agency for a period of 90 business days. This deposit will be refunded to the sender's bank account either on the 90th working day or along with the third payout.



Signup Process:

The proposed center will initiate operations with 05 seats. After 180 consecutive business days of uninterrupted operations, the project will expand to 25 seats. A qualifying center should have the capacity to scale up to 75-80 seats. A business contract draft will be prepared by the center, which should be signed by both the client and the center. A signed scanned copy of the contract must be emailed to the coordinating agency. The center is required to commence operations within 30 days after signing and accepting the contract.

(For Gerald A.)

