

sains

SARAWAK INFORMATION SYSTEMS SDN BHD



*Advancing your Business with our **ICT** Solutions*

Call Centre Outsourcing Management Services

February 2008



Call Centre Services

Being in this competitive ICT business, we deemed customer service as a critical success factor to gain and maintain customer's long-term trust and loyalty. We believe in doing our utmost to build and maintain a strong customer relationship throughout and well past our business dealings with our customers. That is the main aim of our SAINS Call Centre.

Our Call Centre acts as a one-stop information and service line where calls are handled by well-trained and multi-skilled personnel. Our Call Centre is accessible 24 hours by either telephone, fax, voicemail, email, or Internet. Using our Call Tracking System (CATS) we are able to process, track and monitor progress of calls logged thus ensuring customers get the best of our attention at all times.



SAINS Call Centre



- 24 x 7 operation centre with local point contact
 - Centralized Voice Telephony Infrastructure
 - Call Flow Tracking System - CALLTRACKS
- Personalised Front-End Customer Relationship
- Call Centre Management Service & Support
- Web Compatibility System – Integration of Tele-Communication & Infrastructure
 - Service Provider Escalation



SAINS Call Centre - Objectives

SAINS Call Centre –To ensure end to end service level measurement with customer is in place and updated in line with the Service Level Agreement (SLA)

☐ Customer Account Management

To manage user registration and account management for SAINS external and internal Customer. This includes new creation, update and deletion of various accounts.

☐ Customer Service Management

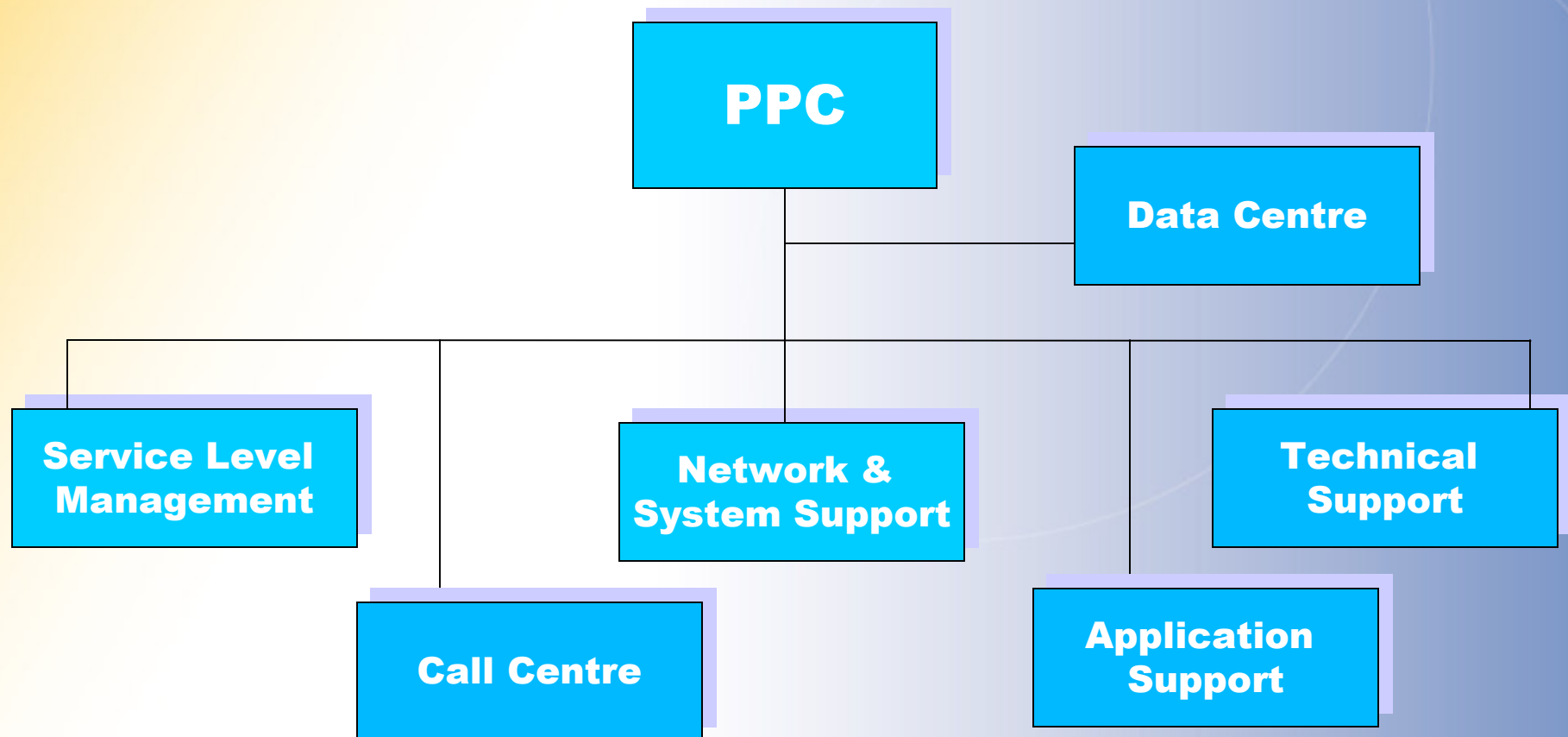
To ensure both SAINS external and internal Customer receiving optimum and satisfactory services.

☐ Call Centre Outsourcing Management

Call Centre facility management and call centre infrastructure service.



Post-Project Customer-Care





IT Support & Maintenance Services

Service Level Agreement (SLA) Management

– **manage** comprehensive service-level definitions and metrics, covering hardware, software, application, service & performance

Example:

- Standard package : 8 x 5 coverage, 8 hrs response
- Express package : 12 x 7 coverage, 4 hrs response + parts
- Premium package: 24 x 7 coverage, 2 hrs response + parts

IT HELP Desk/Call Centre – 24 X 7 Local Point Contact

- Servicing over 16,000 users
- for Desktop, Email Services, Networks, Business Applications, Database and Server Support

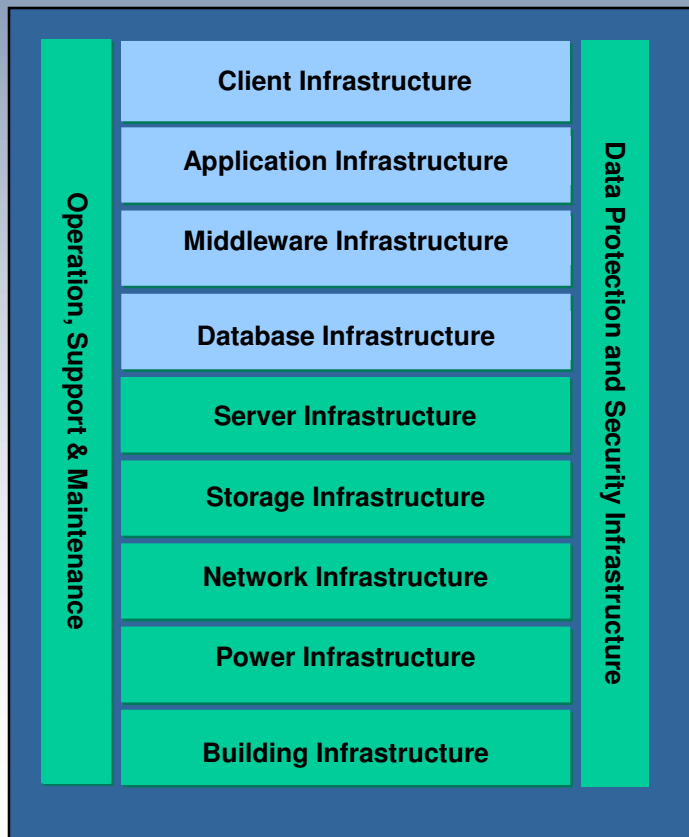


IT Support & Maintenance Services

- **Technical Support** – on-site first level support service on hardware & software related products
- **Network & System Support** – provide 24 x 7 Data Centre operation & support on network, servers & third party software
- **Application Support** – to train, response on-site and support SAINS in house developed application systems

sains DATA CENTRE

For Business Application Hosting,
Business Continuity and Disaster Recovery Services





Support Infrastructure

SAINS Call Centre

- 24 x 7 operation centre with local point contact
- Centralized Voice Telephony Infrastructure (VOIP)
- Call Tracking Software System - CALLTRACKS
- Network Monitoring Information System – NMIS
- SLA Management Database System
- System monitor service provider performance against SLA



Support Infrastructure

Technical Expertise and Specialists

- in hardware & software
 - *Certified SUN Engineer*
 - *Microsoft Certified System Engineer*
 - *Certified CISCO Engineer*
 - *APC, HP*
 - *Veritas, Trend Micro*
 - *Oracle, Lotus, ESRI*

CASE ONLINE SUBMISSION FOR SARA WAKNET USERS

Online service for customer to submit request or fault to SAINS Call Centre

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2

Perkhidmatan Atas Talian

- Semak e-mel (Webmail)
- Tukar Kata Laluan
- SAINS Call centre

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It is our wish that this online form be utilized by SAINS customers to send feedbacks, requests or reports on any computerisation-related faults to us for our immediate action.
Please fill in the necessary field provided below to enable us to process your request. A notification e-mail (for reference and follow up purposes) with a docket number will be sent to you at the email address you provided.

For any further enquiries, please email us at helpdesk@sains.com.my; or call 082-236633, 083-324526, 084-312609, 085-413913, 086-312751; or fax us at 082-235522.

sains Call Centre
24 Hours Customer Contact Centre

Welcome to Our Online Service
As our valued customer you are very important to us.
This service allows customer to reach us anytime.

- Lodge a computerisation-related faults, feedback or request for service. You will be given a Docket No. for future references.
- Check the status of your case. Enter your Docket No.

[About Us](#)

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RECEIVE...RECORD...RESPOND
We make sure you could reach us anywhere, anytime and all the time.

This utility is specially developed for our valued customers to check on the status of their reported cases.

To check a case status, please type in the Docket No. (eg. N7JKST) and click on button "Search". You can only search with Docket No. provided to you when you lodge a case with our SAINS Call Center.

For any further enquiries, please email to helpdesk@sains.com.my; or call us at 082-236633, 083-324826, 084-312609, 085-413913, 086-312751; or fax us at 082-235522

Docket No. (for search)

(*) Compulsory Fields

Sains Tag ID (If Any)

Requester's Name *

Email Address *

Contact Number * (08X)-XXXXXX

State *

District *

Department *

Location *

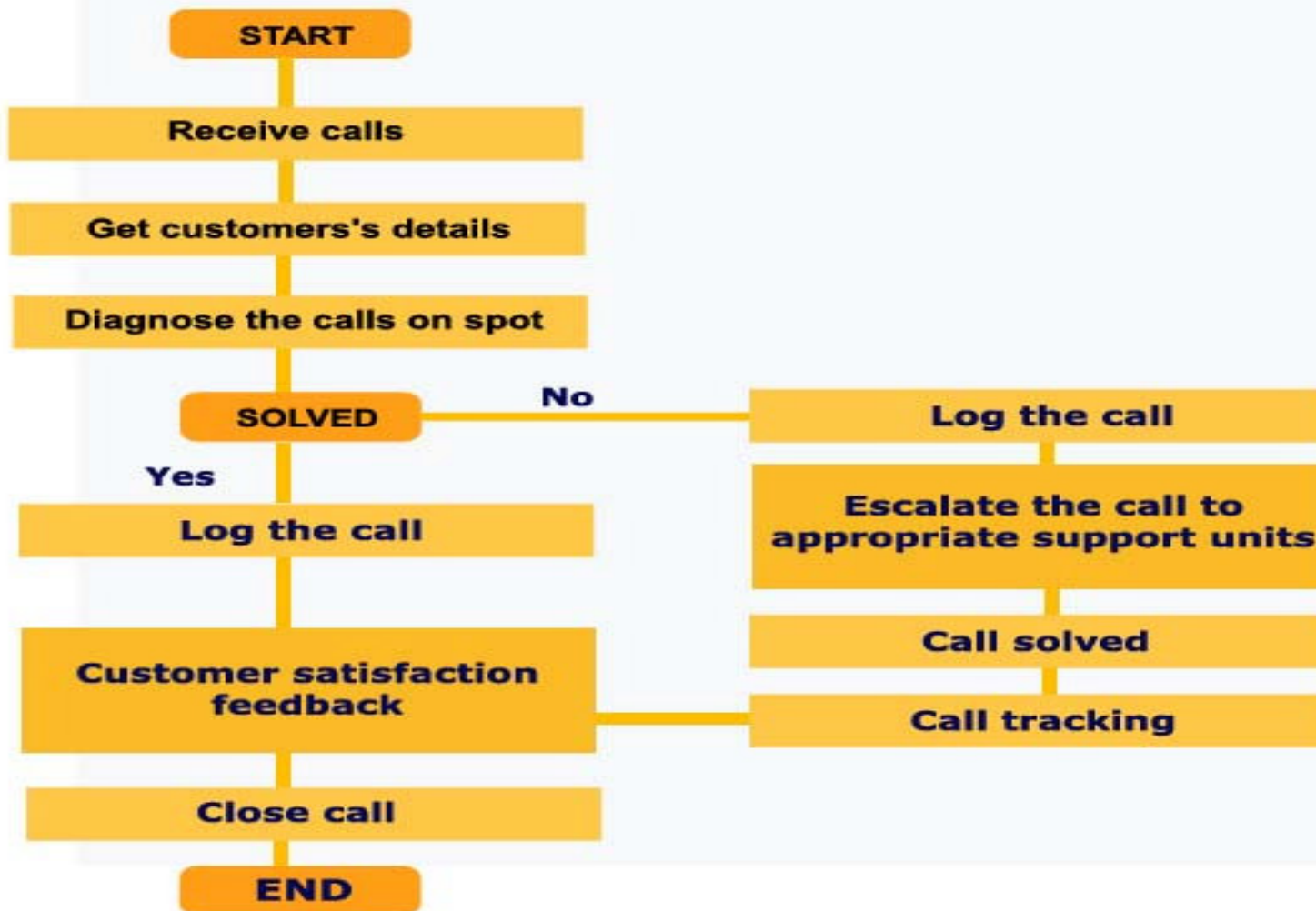
Category
 Lodge Report
 Reset Password

Please specify the tag sticker colour on your equipment *
 Orange Blue Green Nil/White

Please indicate fault item (PC/Notebook/Printer/Scanner) model

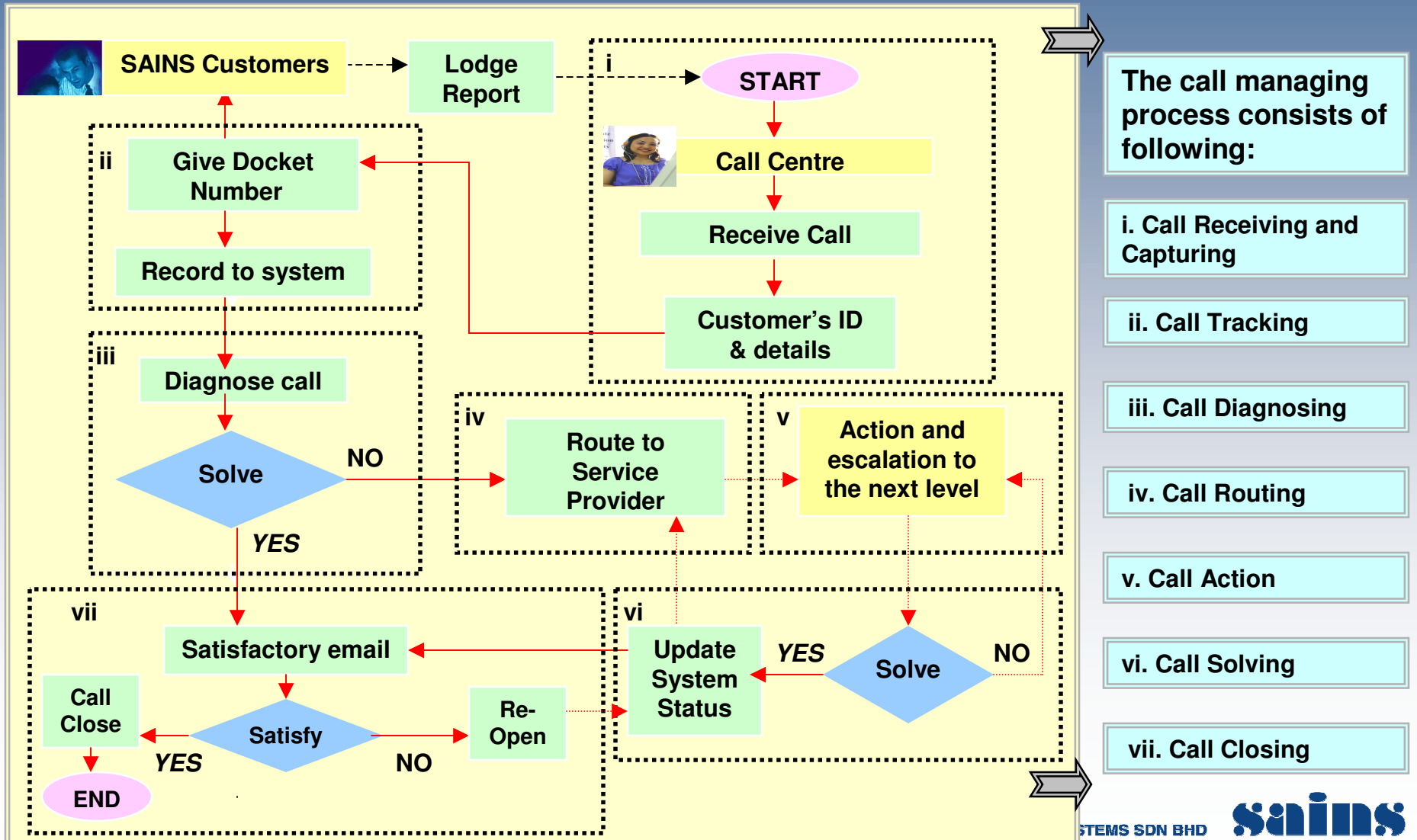
Description

Calls Handling

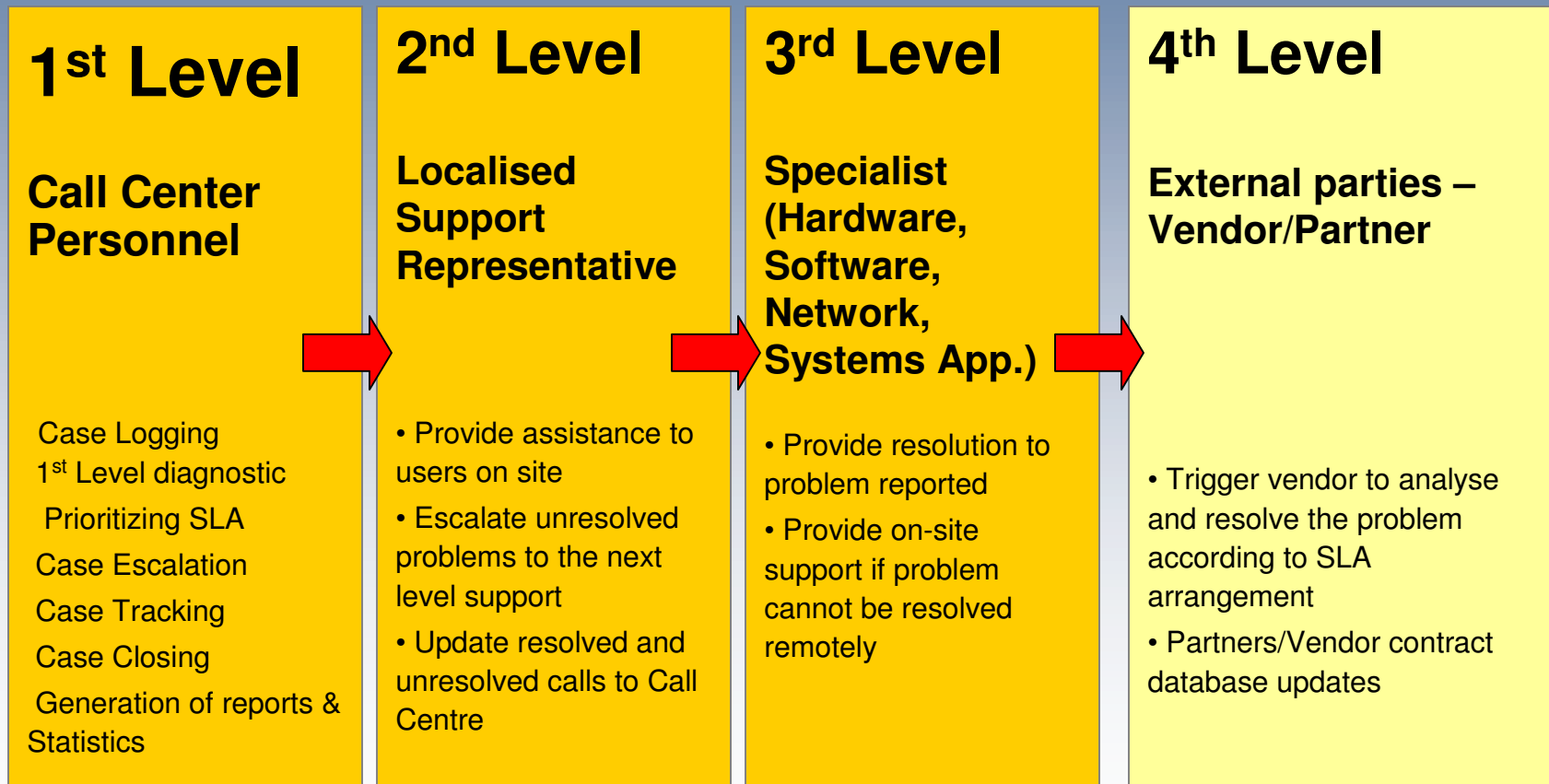


SUPPORT CALL MANAGING PROCESS

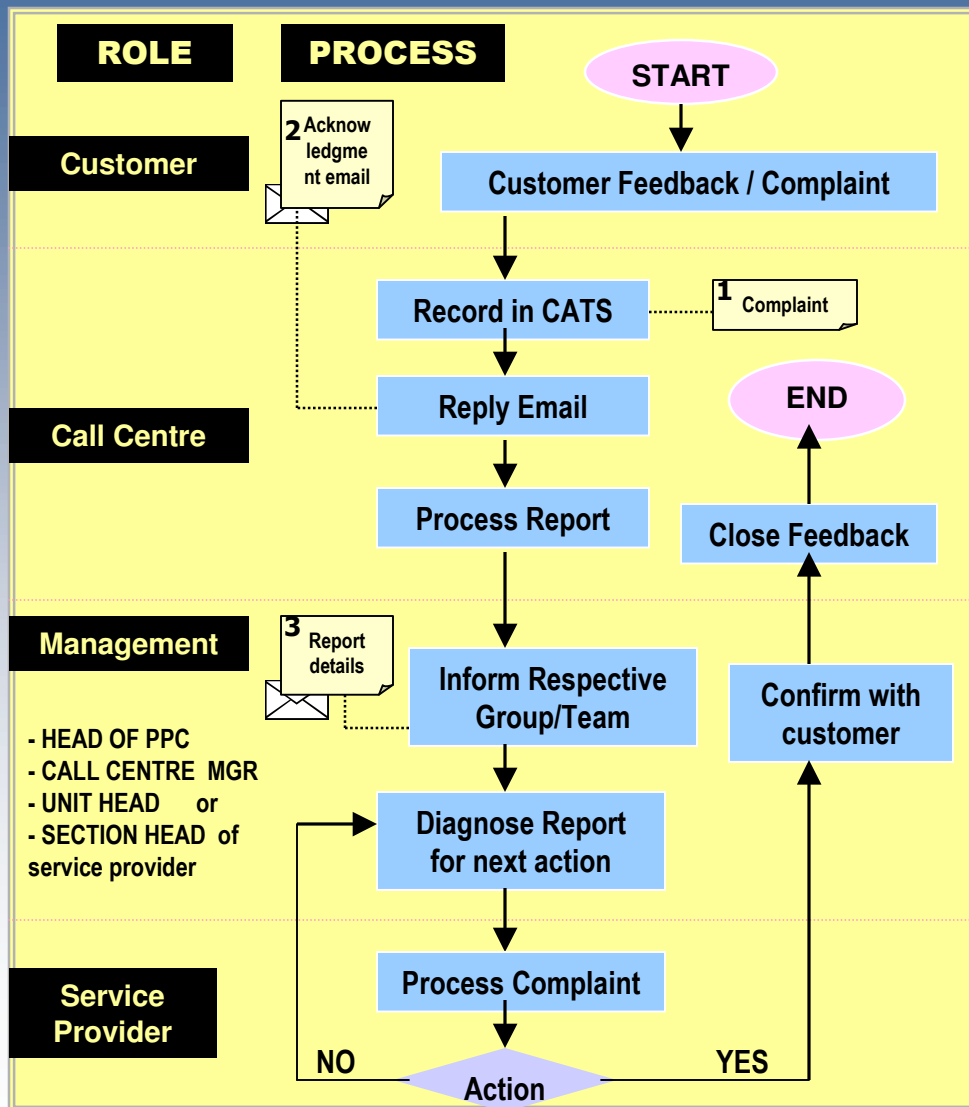
Process on how customer calls are managed from the receiving point until the closing of call



SERVICE STRUCTURE



CUSTOMER SERVICE MANAGEMENT



Workflow of handling customer feedback

Customer satisfaction

❑ To verify customer's satisfaction, call will be made or email will be sent to the customer.

❑ Call is CLOSE upon confirmation from customer that the service given fulfilled their requirement. If there is no reply after 2 working days since the close call *satisfactory email* is sent, the call shall be closed in the system.

Handling customer feedback (refer diagram)

❑ In the event where customer is not satisfied with the service given, an *acknowledgement email* will be sent out to the customer.

❑ At the same time, Service Providers and the management level will be informed on this matter to rectify the situation with utmost urgency.



Call Centre – Outsourcing Management

Provided by Sarawak Government



Public Service Line **TALIKHIDMAT** **CALL 555999** 24 hours statewide

Your **call** can make a **difference**



[Home](#) | [How To Make a Report](#)

CONTACT US

Tel : 555999

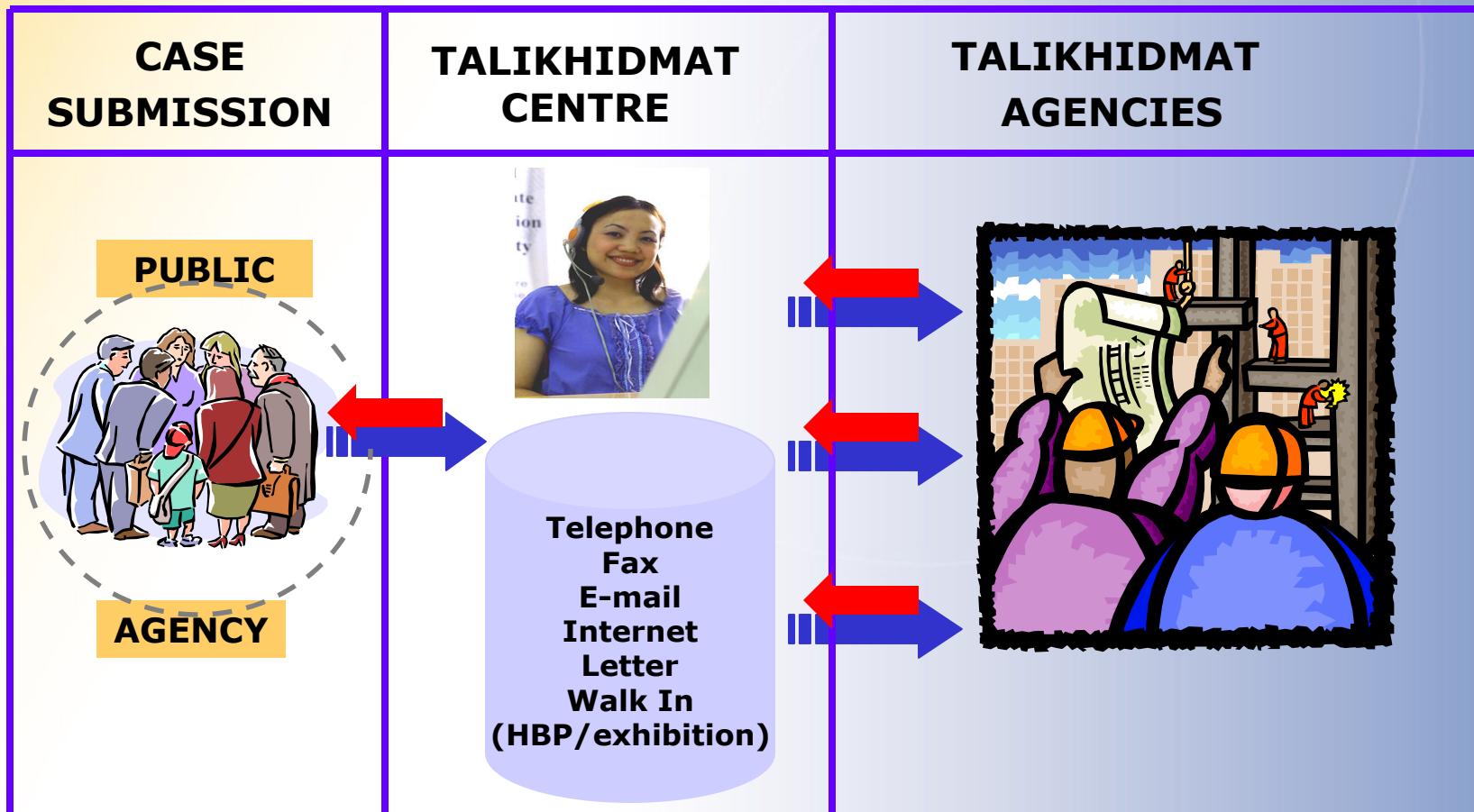
Fax : 555888

Email : 555999@sarawaknet.gov.my



TALIKHIDMAT

ONE STOP communication channel for PUBLIC to reach any government organization on any aspects of its business or services.





Government Public Service HelpLine

Talian Perkhidmatan Awam (TALIKHIDMAT) : 555999

Services Provided to client :

Call Centre Management – 24 X 7 Local Point Contact

- Servicing the entire State of Sarawak – population of 2.5 million
- Received and managed public calls, request for service, public complaints, reports of public Incidents, etc
- Effective routing to relevant government agency for fast response
- Close monitor of action and progress by respective agencies
- System escalation to next level of management for overdue cases
- Call back to verify customer is satisfied with service provided



System Features

- ❑ Capturing of request details
- ❑ Routing to relevant group/officers
- ❑ Effective escalation structure
- ❑ Close monitoring of progress of each request
- ❑ Automatic eMail reminders or notification
- ❑ Closing of cases with user's feedback
- ❑ Details of requests, status & actions taken can be extended to users
- ❑ Comprehensive Real Time Reports Analysis



Statistical Reports

Sample Report:

1. Age Analysis
2. Distribution of cases by Action Officer or Agencies
3. Action Status report
 - ↓ Summary of problem reported
 - ↓ Action taken
 - ↓ Time taken
 - ↓ Action Agency



SAMPLE OF STATISTICAL REPORT

POST PROJECT CUSTOMERCARE SECTION PERFORMANCE 2006

PPC Group (Total All SAINS Service Request 2006 =20,699)	Total Service Call Attended	Total Exceed SLA Turn Around Time (TAT)	Total Within SLA Turn Around Time (TAT): (%)	Solved Online (Non Onsite Support) out of All SAINS service request 2006.
Call Centre Unit	5032	48	4982 (99%)	5032 (28%)
Network Support Specialist	1810	96	1714 (95%)	516 (2.5%)
Technical Support Unit	8602	860	7742 (90%)	283 (1.4%)
Application Support Unit	2854	138	2716 (95%)	1055 (5.1%)
TOTAL PPC Group Performance	18,298	1242	17,056 (93%)	6886 (33.3%)