

4

Smart Solution & Services

12<sup>th</sup> Jan.2024



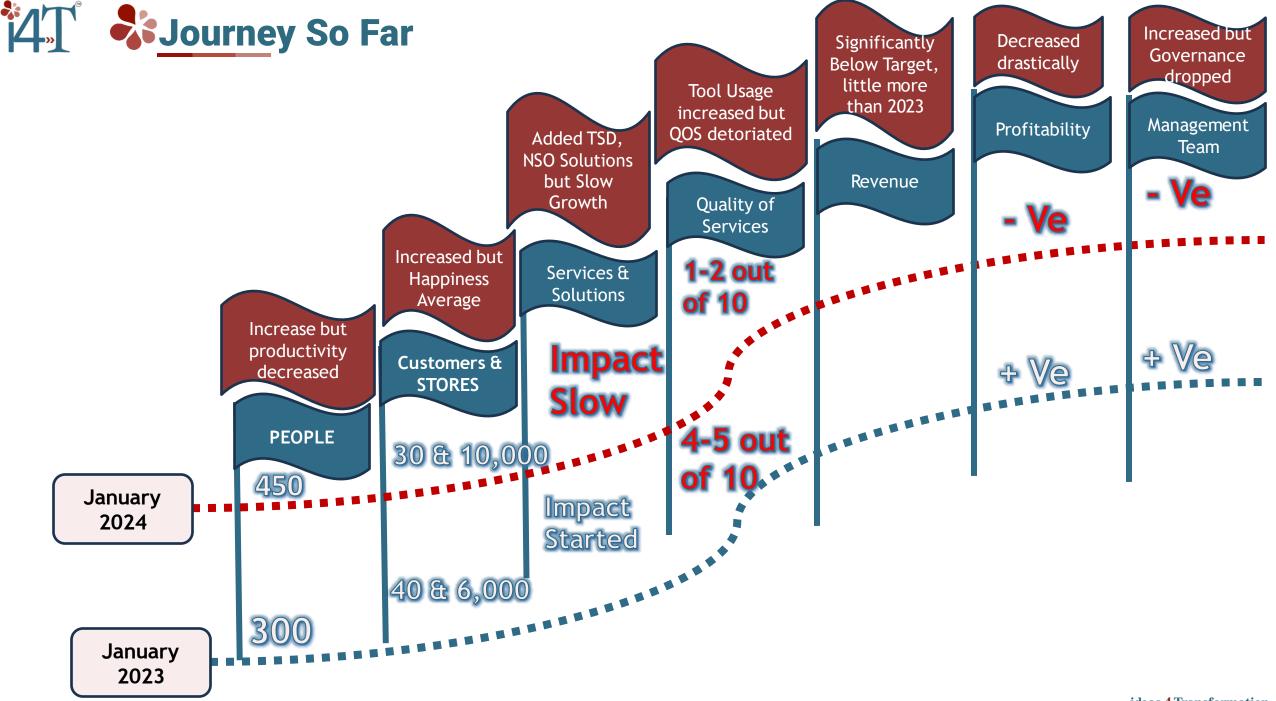
Here's to a fresh start, a clean slate, and a journey filled with endless possibilities. Happy New Year to you, your family and your organization

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## **4**T **Growth Pointers thru Change**

Multi City Level Technical Services Desk (Thane, Bangalore & Delhi







New Retail Verticals



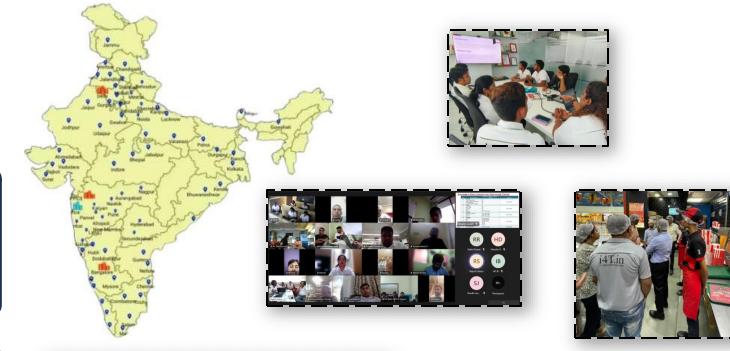




### **4T Scowth Pointers thru Change**

Penetration in Tier 3/ Tier 4 Towns (Covering 800 Cities from 71 Cities)

Combination of Multi Skilled & Specialized talent Pool (Technical Specialized vs. General)



Campus Hiring coupled with Learning and Development (GIFT, BNM & Balaji University)





## **4T People focus Growth Pointers**

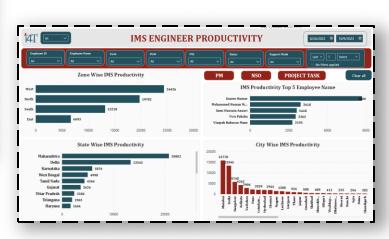


				Open					
		Date/Time			9/28/2023 4:0	02:00 PM			
	/ 1	Ticket No.			12345				
		Agent Name			Farid				
		One-to-One Feedback			Yes				
ideas 4 Transformation		Client Name		Barbeque Nation Hospitality Ltd					
		Talktime		00:06:55					
PARAMETERS	SUB - PARAMETERS	DEFINITION		Target		Adjusted Target			
		Good morning/ Good Afternoon/ Good Evening							
Opening - 5 Mark	Greeting & Introduction	Welcome in I4T seva	3	3	0				
	oreening or introduction	My name is Romee							
		How May I Help You							
	Purpose	Is description self Explantory to solving the tickets I.e Internet not working	2	2	0	2			
		Asked Ticket No.							
	Ticket Validation	If No Ticket details - Ticket Creation need to be done	5	5	0				
	TRACT Valuation	Check previous status			v				
		Ticket Priority to matching with category							
	TAT	Total Time Spend on Understanding the Issue	5	5 5 0					
	Ticket category Matching with	Agent mentioned proper ticket subject & its matching with catogory and sub		5 5 0					
	Subject	category			0	5			
		English Grammer Correct or Not							
Ticket Quality Check-40 Marks	Ticket Framing	Ticket SLA met and Breached?	5	5	0	5			
		TSD Member names is Mentioned in given Format							
	Doubts Clarified Properly/wrong	Doubts Clarified Properly-Whether agent address customer query correctly							
	information	or it was unanswered or wrongly clarified OR upfront shared any wrong	5	5	0	5			
	information	information							
		Offering Solutions							
	Resolution	Trobleshooting	5	5	0	5			
	Resolution	If Still issue not resolve then arrange field technician		•		, °			
		Correct Resolution Category to Be updated as per problem							
		Concern Team Looping							
	Email Quality	Subject Line	10	10					
	email quality	Email Matter	10	10	0	10			
		Respond on time							

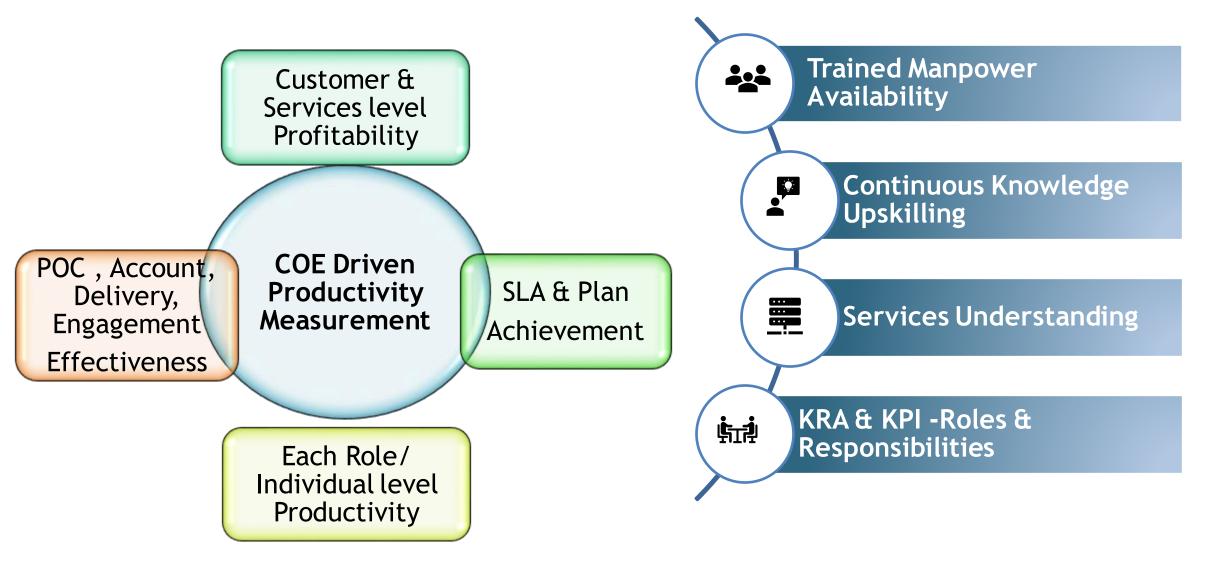
	🔎 Status		Open 9/28/2023 4:02:00 PM					
	Date/Tim	9/28/2						
	Ticket No	×	123456	5				
	Agent Nan	ne in the second se	Vinayak					
	One-to-One Fe							
	Client Nan		Barbeque Nation Hospitality Ltd					
ideas 4 Transform	nation Talktime		00:06:5	5				
				PARAMI				
	Ticket Validation	5				Sentence Framing	5	
	TAT	5				Personalizaton on call	5	
	Ticket category Matching with Subject	5				Listening Skills & Interupting	5	
Ticket Quality - 40 Marks	Ticket Framing	5		Soft skill - 35 Ma		Script Adherence	5	
	Doubts Clarified Properly/wrong information	n 5			Probing Enthusiasm & Confidence		5	
	Resolution	5					5	
		10				Usage of Jargons/Fillers/		

Usage of Integrated Tool & Dashboard (Governance thru dashboards)

CRM Refresh: 09-10-2023 13:20:4			ected Ti			Zone			Calls	Selected 567 Out Of 2630 Stor	es 🕕	Assigned to	•
Excel Date : 07-10-20	123	Co	ntribut	ion # 3	41%	West	195 153	30 43	1105	Store_Name	gry 🛙	Assigned_To	9V
Ver 1.2						South	120	*3	727	SSL-Mumbal-Services Office (U100	191	Sajad	725
						East	36	13	505	SSL-Faridabad-DC (U905)	76	Chandar	670
						Total	567	118	3397	SSL-Bangalore-DC (U902)	62	Chandu s	-401
Account Brand Select	cted 11	Out	Of 17 /	lccoun	te 🕕 🛛	10ta	247	110	3391	SSL-Thane-Bhiwandi DC (U901)	57	Arup	364
										SSL-Kolkata-South City (U128)	51	Pratik Thorat (I4T Consultant)	102
Account		CRM	Excel	Total	- 1					SSL-Rourkela-Plutone Mail (U8507)	47	Ashwini Patil (I4T Consultant)	88
SHOPPERS STOP LIMITED			2871	•	171	Selected 3	3 Out of	45 States		55L-Mumbel-Wyechy Thene (U153)	45	Ramraj Saltani	85
RESTAURANT BRANDS ASIA LTD.			220		20	State		City	- <sup>Qhy</sup>	SSL-Gurgeon-Mehraul (U110)	41	Aithliesh Singh (AT Consultant)	83
<ul> <li>RESIDENT BRANDS ASK CTD</li> <li>RESIDENT PODDWORKS LTD</li> </ul>			205		5					SSL-Kolkata-DC (U912)	- 41	Velohav Govil	55
APPAREL GATEWAY CAFE INDIA PVT	TO	41			41	Maharashtra		17	960	SSL-Mumbel-Jubu (U117)	40	BackOffice FMS	53
TIM HORTONS		41 41		West Bengal		4	326	SSL-Jainus-WTP (U182)	3.9	Sayal Shetty	53		
SAPPHIRE FOODS INDIA PVT LTD		12 19		Karnataka		8	322	SSL-Hyderabad-Becumpet (U103)	38	Prathamesh Satve	37		
BURMAN HOSPITALITY PVT LTD		18			18	Uttar Prades	h	9	293	SSL-Kolkete-Selt Leke (U115)	37	Helpdesk Services (17)	29
ABSOLUTE BARBEOUE PRIVATE LIMIT	FD	10			÷ 1	Telangana		2	220	SSL-Mumbal-Andheri (U101)	37		27
CROSSWORD BOOKSTORES LTD					ŝ l	Dehi		2	206	SSL-Hyderabad-L&T Panlaputta	36	Junaid Aziz Kuravie	24
CORRAFINE JEWELLERY PVT. LTD.					5	Harjana		7	172	(U269)		Support TH1	23
H ADITYA BIRLA FASHION AND RETAIL					é II	Rajasthan		5	109	55L-Auranoabad-Propone Mail	33	BASIS TCS	17
<ul> <li>IDEaS 4 TRANSFORMATION</li> </ul>					7.1	Gujarat		8	107	(U150)		Vrushabh Barapatre	16
Total		101	1296		a7	Punjab		12	98	SSL-Bhubaneshwar-Utikal Galleria	33	Mohammed Noman Nisar Ahmed	15
10.02						Odisha		2	80	(U359)		Ansari	
					_	Tarril Nadu		6	78	SSL-Hyderabad-Cyberabad (U154)	33	Mukund Khadye (HT Consultant)	14
	C-4		> Sub (			Kerala		5	54	SSL-Jalandhar-MD8 Neopolis Mail	33	Shivam Maurya	13
	cange	•y	- 300 0	ange	20	Madhya Prac	iesh	10	52	(µ171)		Total	3397
Category	P1 P	2	P3	24 1	otal 0	Total		118	3397	Total	3397		-
() Incident	18	63	693		774	Gity	8	tore 1	Qty	Status Qty	Apri	gSlab P1 P2 P3 P4	Total
Business Applications / SAP /			314		314						1 1 1 1	Days 37 301 1824	1 2163
MM / PID / Unable to Scan						Mumbel Bangalore		72	449 302	Pending 1298		5 Days 24 74 515	2 615
Applications	50	35	22	3	113	KOLKATTA		74	302	In-Progress 791		9 Days 14 40 276	1 331
		6	89		95	Hyderabad	_	30	218	Cancelled 576		Dava 39 78 145	2 267
Business Applications / SAP /			94		94	Pyderabad		30	218	New 28		me Day 12 7	2 21
BASIS / ID is locked / S4						Pune	_	19	145	201			8 3397
Business Applications / Xstore			65		62	Noida		19	148				
(SSL POS) / RV not matching						Norda Nevi Mumbe		- 2	97	Assigned 144			
(SSL POS) / KV not matching Xistore sales						Faridabad	-		97	Pending with User 8/			
		64			64		_	4	92	in Propress 11		Created_at	
Business Applications / SAP /		04				Gurgeon		12	87			12/1/2022 B 10/9/2023 B	
Visitex / Settelment problem /						Ghatabad		12	71			12/1/2022 18 10/9/2023 1	a
Total	114	505	2770		3397	G1828080				Pending with spares 1			
						Total		567	3397	Total 3397			









Organizational Transformation thru Centre of Excellence

Building i4T Integrated Business ERP

**Onboarding Industry Experts** 

Unveiling of Cloud services & Innovative Solutions



# Profitable Growth





## Thankyou



**Contact Us** 

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