



**TOWN HALL MEETING**

 **FRIDAY**  
12 JANUARY, 2024

 **START AT**  
04:45 PM ONWARDS

**BUSINESS UPDATES & i4T JOURNEY 23-24**

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# Town Hall Meeting

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

2024  
HAPPY  
NEW  
YEAR

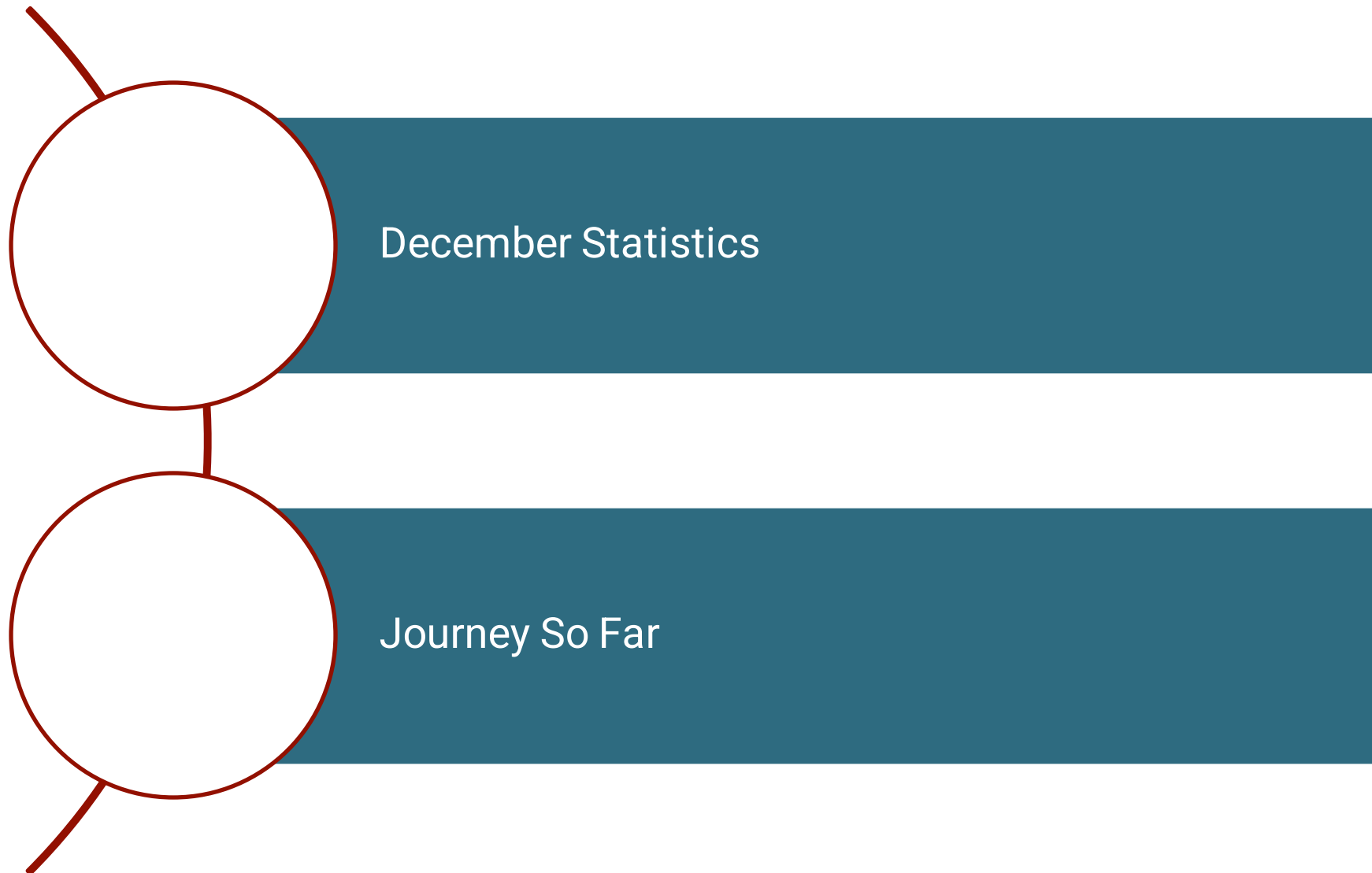


Here's to a fresh start, a clean slate, and a journey filled with  
endless possibilities.

Happy New Year to you, your family and your organization

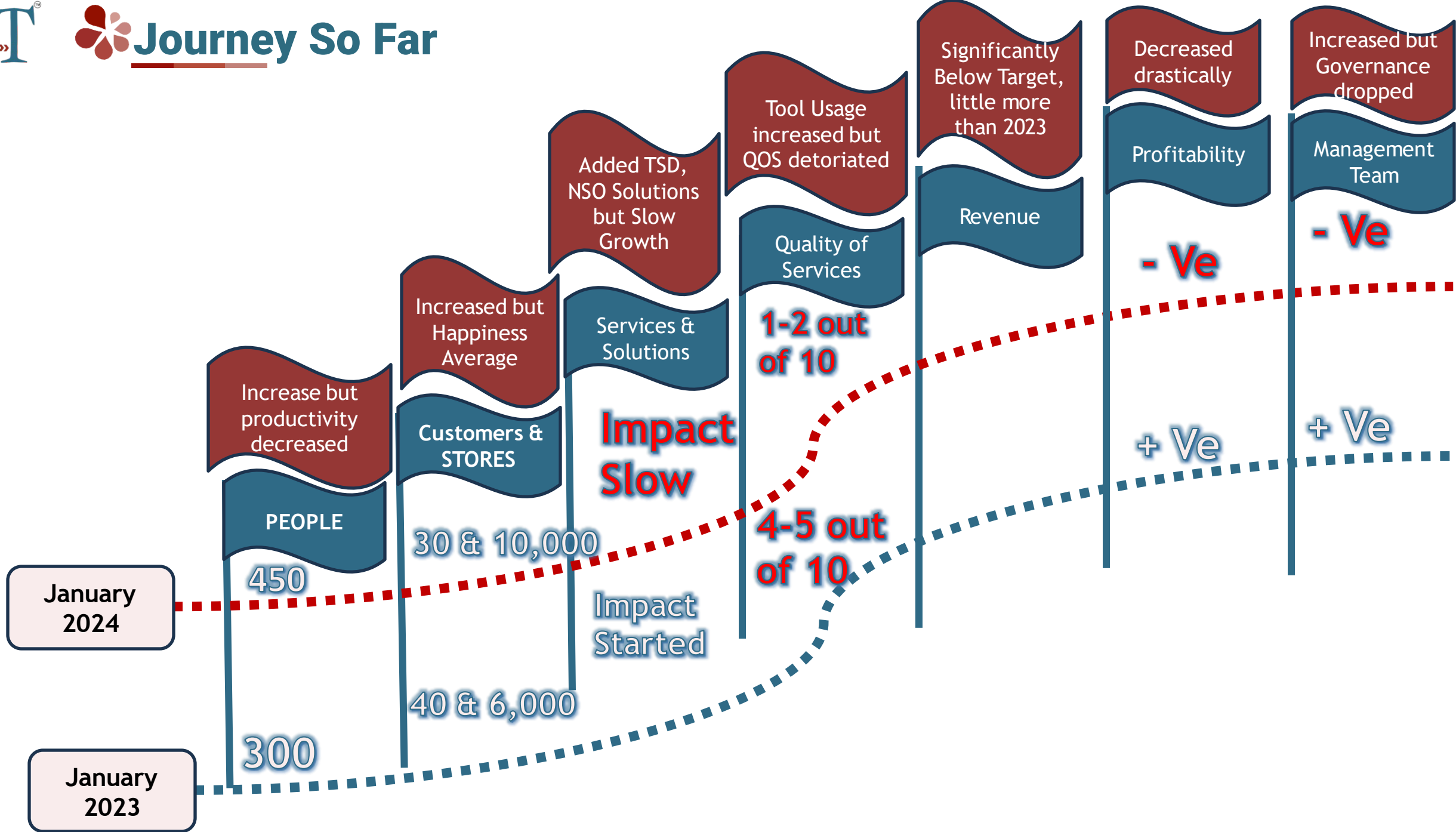
# 2024 Way Forward





December Statistics

Journey So Far



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



Thane



Bangalore



Delhi

New Retail Verticals



Jewelry Retail



Pharma Retail



Exclusive Brand Stores



Hyper Market



Pick Up Point Stores

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)

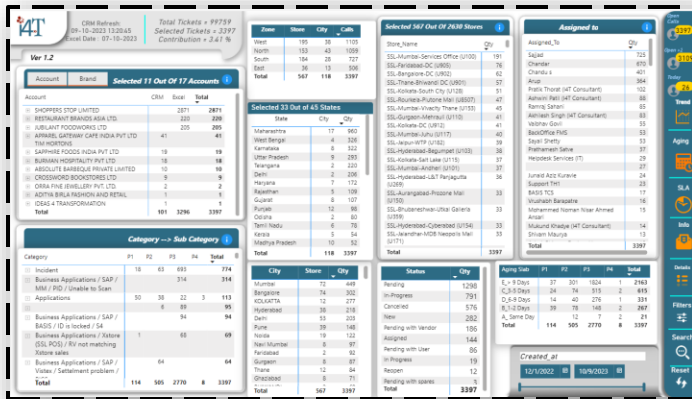


## SERVICE ASSURANCE PROGRAM AND QUALITY CHECK

PARAMETERS	SUB - PARAMETERS	MARKS	Target	Achievement	Adjusted Target	
Opening - 5 Mark	Greeting & Introduction	Good morning / Good Afternoon/ Good Evening Welcome in I4T sea My name is Romee How May I Help You	3	3	0	3
	Purpose	Is description self Explanatory to solving the tickets i.e internet not working	2	2	0	2
	Ticket Validation	If No Ticket details - Ticket Creation need to be done Check previous status Ticket Priority to matching with category	5	5	0	5
	TAT	Total Time Spent on Understanding the Issue	5	5	0	5
	Ticket category Matching with Subject	Agent mentioned proper ticket subject & its matching with category and sub category	5	5	0	5
	Ticket Framing	English Grammer Correct or Not Ticket SLA met and Reached? TSD Member names is Mentioned in given Format	5	5	0	5
	Doubts Clarified Properly/veron information	Doubts Clarified Properly-Whether agent address customer query correctly or it was unanswered or wrongly clarified OR upfront shared any wrong	5	5	0	5
	Resolution	Offering Solutions Troubleshooting If still issue not resolve then arrange field technician Correct Resolution Category to be updated as per problem	5	5	0	5
	Resolution	Offering Solutions Troubleshooting If still issue not resolve then arrange field technician Correct Resolution Category to be updated as per problem	5	5	0	5
	Email Casualty	Subject Line Email Matter Respond on time	10	10	0	10

PARAMETERS	SUB - PARAMETERS	Marks	PARAMETERS	SUB - PARAMETERS	Marks
Ticket Quality - 40 Marks	Ticket Validation	5	Soft skill - 35 Mark	Sentence Framing	5
	TAT	5		Personalization on call	5
	Ticket category Matching with Subject	5		Listening Skills & Interrupting	5
	Ticket Framing	5		Script Adherence	5
	Doubts Clarified Properly/veron information	5		Probing	5
	Resolution	5		Enthusiasm & Confidence	5
Email Quality	10	Usage of Jargons/Fillers/ Dead Air/ Repetition	5		

## Usage of Integrated Tool & Dashboard (Governance thru dashboards)



**Account Details:**

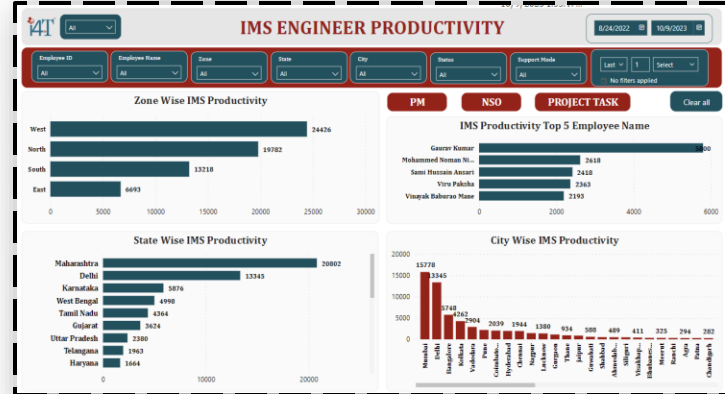
Account	Brand	Selected	Out Of	Accounts
SHOPPER STOP LIMITED		291	291	
RESTAURANT BRANDS INDIA LTD		302	308	
AJULIANT FOODWORKS LTD		205	205	
SARANS CATERING SERVICES PVT LTD		41	41	
TIM HORTONS				
SARANS FOODS INDIA PVT LTD		19	19	
BURMAN HOSPITALITY PVT LTD		18	18	
ABSOLUTE BARBECUE FRANCHISE LIMITED		10	10	
ORGANIC BOOKSTORES LTD		9	9	
ORION FINE JEWELLERY PVT LTD		2	2	
ADITHI BIKLA FASHION AND RETAIL		1	1	
I4T 4 TRANSFORMATION		1	1	
<b>Total</b>		<b>567</b>	<b>567</b>	<b>3397</b>

**Selected 32 Out of 43 States:**

State	City	Count
Maharashtra	17	962
Tamil Nadu	4	386
Karnataka	4	312
West Bengal	9	293
Uttar Pradesh	2	223
Andhra Pradesh	2	172
Delhi	2	169
Kerala	4	157
Rajasthan	3	109
Chennai	2	83
Punjab	12	86
Odisha	2	63
Telangana	4	79
Goa	2	54
Madhya Pradesh	10	32
<b>Total</b>		<b>567</b>

**Assigned to:**

Agent Name	Count
Saket	323
Chander	879
Chandra A	491
Ashik	364
Pratik Tiwari (I4T Consultant)	186
Adhish Patel (I4T Consultant)	166
Samir Sarin	53
Abhinav Singh (I4T Consultant)	88
Shobha Gosh	13
Shikha Mishra	37
Pratishtha Singh (I4T Consultant)	37
Neeraj Kumar	24
Supreet Kish	17
RAJES TIC	16
Mohammed Basimul	16
Mohammed Noman Hossain Ahmed	15
Muhammad Khalid (I4T Consultant)	14
Shruti Moudga	13
<b>Total</b>	<b>3397</b>



**Zone Wise IMS Productivity:**

Zone	Productivity
West	24426
North	19872
South	13218
East	6693

**IMS Productivity Top 5 Employee Name:**

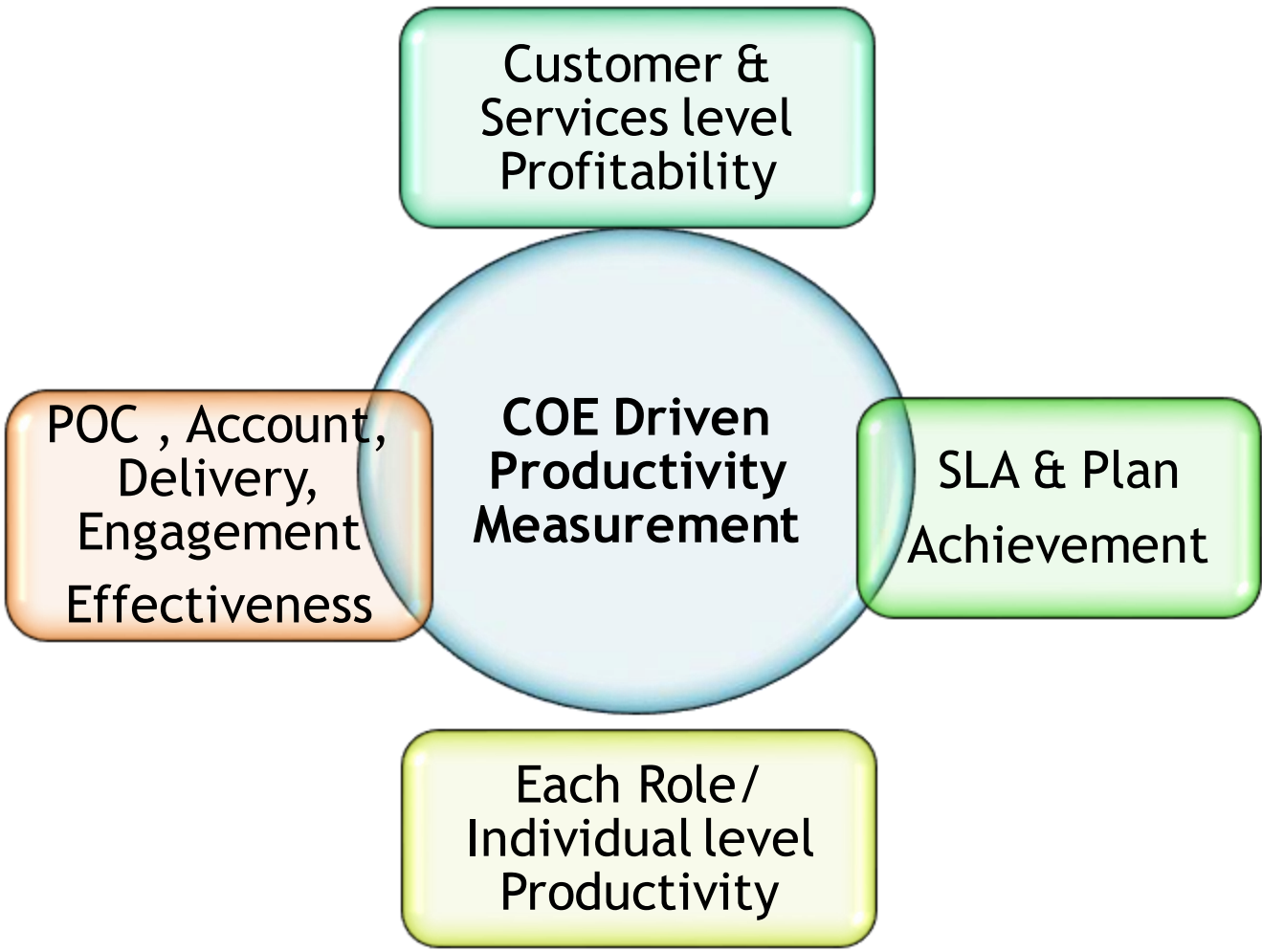
Employee Name	Productivity
Geeraj Kumar	3000
Mohammed Hameed No	2418
Sami Hussain Anwar	2418
Vinay Palshik	2363
Vinayak Baburao Nair	2193

**State Wise IMS Productivity:**

State	Productivity
Maharashtra	20802
Delhi	13345
Karnataka	5876
West Bengal	4762
Tamil Nadu	4364
Goa	3624
Uttar Pradesh	2380
Telangana	1943
Kerala	1644

**City Wise IMS Productivity:**

City	Productivity
Mumbai	13778
Delhi	13345
Kolkata	3748
Chennai	2924
Bangalore	2839
Hyderabad	1944
Jaipur	1380
Coimbatore	934
Chandigarh	508
Surat	489
Udaipur	411
Bhubaneswar	325
Bhopal	294
Ahmedabad	282
Chandigarh	282





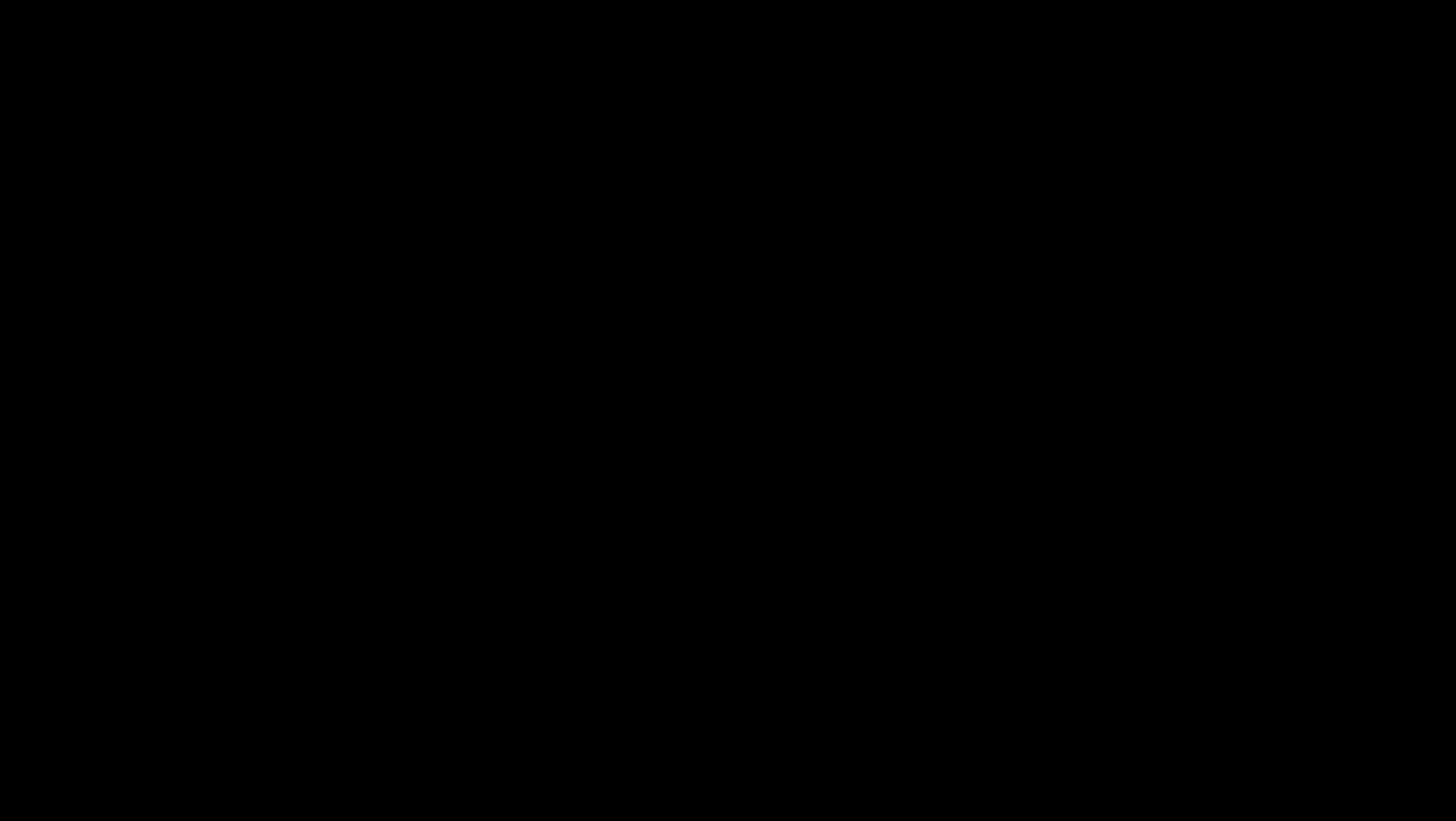


# Profitable Growth



 **Just Get Started !!!**

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Smart Solution & Services

# Thank you





## Contact Us

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