The v-Help product

Background

Helpline and Helpdesks are necessary components of any enterprise operations, regardless of scale. Therefore it is a must for the large corporate, as well as for a SMB.

Helpline and Helpdesk provide much needed support to the service part of the business and are equally important in creating client delight.

Traditionally these operations have been heavily human resource dependent apart from requiring substantial investments in real estate.

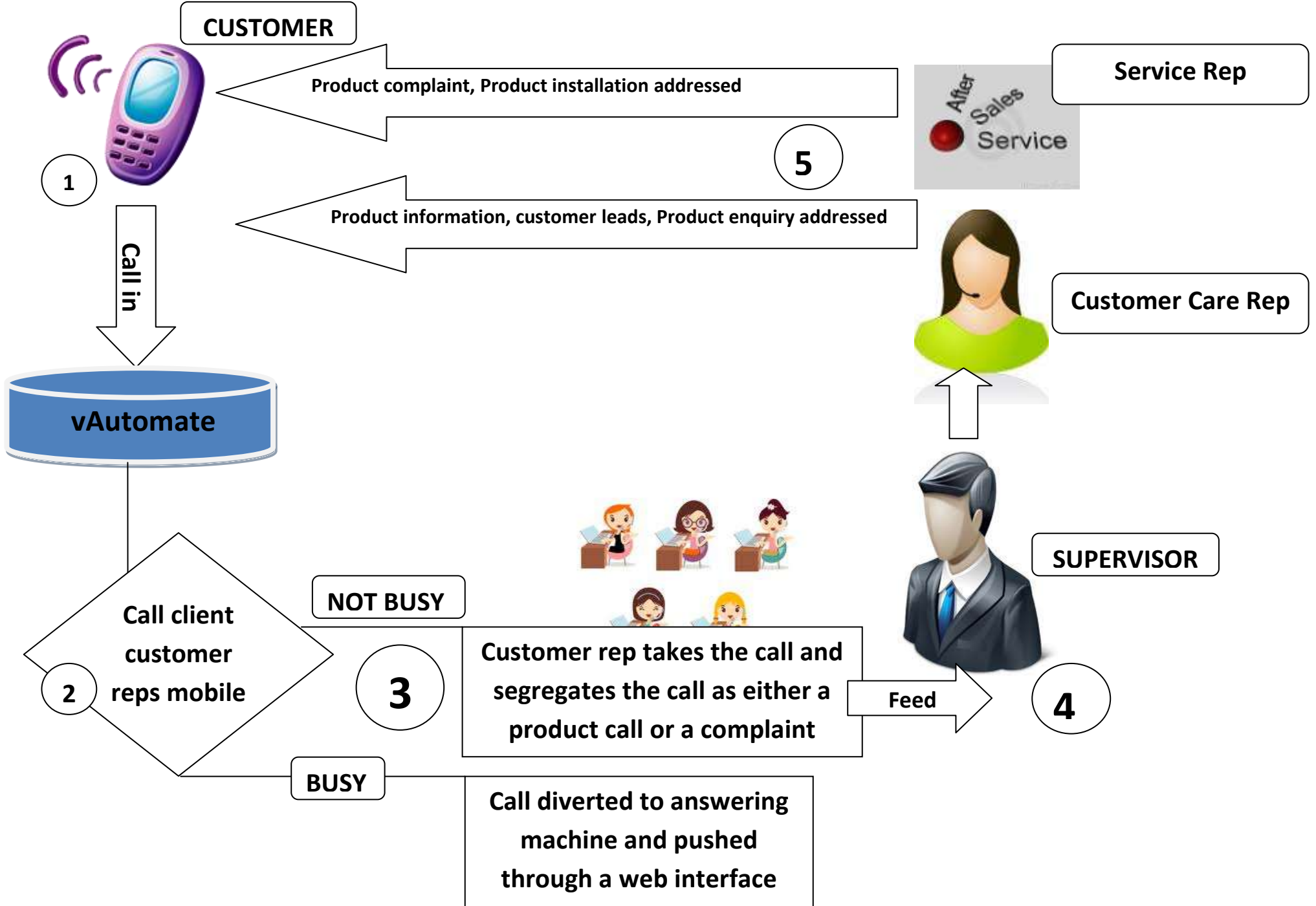## Emergence of ICT as an automation enabling tool- focus Helpline and Helpdesk

With the emergence of ICT led innovations, especially over the last decade, numerous processes that have been traditionally human resource dependent, have been automated, leading to massive savings for the technology investor and the user.

Automation of the Helpline and Helpdesk processes has followed the industry trends and the v-Help product is another example.

Typical resources deployed for a full fledged, self owned Helpdesk or Helpline

- Customer care reps
- Supervisor
- Space/real estate
- Technology
- Technology management
- Technology support
- Telephone line

Depiction of the V-Help product process flow

CUSTOMER

Service Rep

Product complaint, Product installation addressed

5

1

Call in

Product information, customer leads, Product enquiry addressed

Customer Care Rep

vAutomate

SUPERVISOR

Call client customer reps mobile

NOT BUSY

2

3

Customer rep takes the call and segregates the call as either a product call or a complaint

Feed

4

BUSY

Call diverted to answering machine and pushed through a web interface

v-Help offer for setting up a dedicated Help line or Help Desk

- Ready to deploy voice technology- can be bought "off the shelf"
- Web interface to aggregate customer calls ins.
- 24X7 technology support.
- Customization if required by the client and covered in the scope.
- Technology training.
- Technology hosting.

The commercials

Cost head	Cost description	Cost implication
1	Technology installation and software management	50,000 (One time only)
2	Technology hosting charges**	On Actual
3	Technology training charge	15,000 per module per resource + travel expenses on actual*
4	Technology support charges	FREE

*As per GramVaani policy
**Call in to system will be borne by client or the customer, Patching call ins to be charged to client on actual @ 2.00 per minute.

v-Help platform unique features

- Call center executives/customer care representatives/ Service engineers can be networked remotely, without a need for a physical office- they can operate remotely, from homes, or any location other than the company.
- Can be integrated with push SMS systems, SMS alerts, Call to action prompts and other vAutomate suite products, improving processes and systems and saving operations costs.
- Robust platform, multiple application tool- Works across multiple verticals

Large corporate	Small and medium enterprises	Social enterprises	Government	Multilateral	Non profits