



No. IT/C106-2/CDR /Call Centre/ 2012-13/

17th July 2012

To

All Heads of SSAs,
BSNL,
TamilNadu Circle.

Sub: Commissioning of wire line contact centre at Chennai –Ambattur. – Reg.

- ▶ The Prithvi Contact Centre for wire line services including Broadband services & associated VAS has been commissioned on 4th July 2012 at Chennai. The existing call centre at Trichy also will be working simultaneously at par with the new contact centre upto 31st July 2012 month. August onwards, the contact centre at Trichy will be detached from ITPC IVRS.
- ▶ The prithvi contact centre serves both for Chennai Telephones and Tamil Nadu circle.
- ▶ Entire call centre activities for LL,BB,DNQ and other services will be served from CC at Chennai, However, the activities related to leased line circuits like TNSWAN, LVB etc. will be continued at Trichy call centre.
- ▶ CCSP provides agents, seating positions including computers, networking items like routers, LAN switches in the premises.
- ▶ The Prithvi Contact Centre shall handle all type of inbound queries, directory enquiry, complaints, requests, sales leads, out bound calling and response through SMS/ email/ fax/ web-portal.
- ▶ The SLA parameters and Key Performance Indicators (KPIs) should be monitored by BSNL's officials.
- ▶ The DR (Disaster Recovery) feature for managing the call overflow of Chennai to be handled by contact centre at Hyderabad. Agents with necessary language skill set have been made available at each call centre to handle the overflow calls.

This is for your kind information.

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General Manager (BP & IT),

O/o CGMT, Chennai-2

Copy to:

1. The DGM (F), O/o CGMT, Circle Office, Chennai-2.
2. The AO (cash), O/o CGMT, Circle Office, Chennai-2.