

INBOUND PROCESS ACTIVITY (Requests)					
1	Contact center agent answers customer's phonecall with the approved opening verbiage	Contact Center Agent	Contact Center Agent		High
2	Contact center agent listens to customer's request	Contact Center Agent	Contact Center Agent		High
3	Contact center agent collects the customer's relevant details, e.g., Name, phone number, account number, etc. Then probes relevant systems/applications or previous logs (in case of a repeat call).	Contact Center Agent	Contact Center Agent		High
5	Contact center agent administer 5 - 7 security questions where requests relate to customer account or other customer records with the Bank	Contact Center Agent	Contact Center Agent		High
6	Respond to all security questions - Customer is expected to provide accurate response to at least 5 security questions depending on the call	Customer	Customer		High

	category/risk factor				
7	Provide customer with required information where customer has satisfactorily answered the security questions. Where customer's response is not satisfactory, customer is politely referred to a branch for his request (reason- you cannot authenticate customer physically to know that you are giving the information to the right person).	Contact Center Agent	Contact Center Agent		High
8.	The Video banking team once completely set up allows Agent engages the customer through a video section to carry out KYC on account mandate (passport and signature). Pending when this implemented, the customer is advised to visit the branch.	Video Banking Team/Contact Centre Agent	Video Banking Team/Contact Centre Agent		High
9	Thank the customer for calling and wait for the customer to end the call. Agent may wrap up the call after 5 seconds, if customer does not end the call	Contact Center Agent	Contact Center Agent		High
10	Where information is not readily available and require follow-up with product/process owners, Contact Center Agent thanks the customer for calling and assures him/her that he/she will be contacted with an update within a promised timeline. Such issues will be forwarded to the Customer Care Resolution team/responsible stakeholder to follow-up till resolution is achieved.	Contact Center Agent	Contact Center Agent		High
11	Escalate requests immediately that are outside TAT to the team lead, Contact Center Manager or Chief Customer Experience Officer all based on the chain of command.	Contact Center Manager	Contact Center Agent		High



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12	The Contact center manager is to follow up on escalated issues from contact center agents and further escalate to Chief Customer Experience Officer where necessary.	Contact Center Agent	Contact Center Agent		High
13	Contact center agent is to log all interactions on the requisite complaint management portal with a CRM reference number generated for all cases.	Contact Center Agent	Contact Center Agent		High