

INBOUND PROCESS ACTIVITY (Enquiry)					
SN	Standard Operating Procedures – Activities	Performer	Responsibility	Execution Timeline	Priority
1.	Contact center agent answers customer's phonecall with the approved opening verbiage	Contact Center Agent	Contact Center Agent	Real time 3 minutes	High
2.	Contact center agent listens to customer's enquiry	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 or probes relevant systems/applications or previous logs (in case wherein repeat call are received).	Contact Center Agent	Contact Center Agent		High
4.	Contact center agent provides customer with the required information where enquiry is a general one i.e. promos, branch location, etc.	Contact Center Agent	Contact Center Agent		High
5.	Contact center Agent Administer 5 - 7 security questions where enquiry relates to customer's account or other customer records with the Bank	Contact Center Agent	Contact Center Agent		High
6.	Contact center Agent gets correct answers to all security questions - Customer is expected to provide accurate response to at least 5 security questions depending on the call category/risk factor	Customer	Contact Center Agent		High
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	Contact Center Agent	Contact Center Agent		High



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	to a branch/ Video banking team for his/her enquiry (reason- you cannot authenticate customer physically to know that you are giving the information to the right person).				
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