

Telecom Egypt – Employee Knowledge Base

Category: Onboarding & HR

Q: How do new employees complete onboarding procedures?

A: Onboarding is coordinated through the HR portal. Employees must submit ID documents, sign the code of conduct, and complete mandatory training within their first week.

Q: Where can I find Telecom Egypt's HR policies and leave forms?

A: All HR documents, including leave request forms, salary structure, and attendance policy, are available on the internal HR system (intranet) under the "Employee Resources" tab.

Q: How do I apply for annual or sick leave?

A: Submit your leave request through the HR portal. Line manager approval is required before final confirmation.

Category: IT & Technical Operations

Q: What should I do if I forget my system login password?

A: Use the "Forgot Password" link on the login page or contact the internal IT helpdesk at extension 4000.

Q: How do I access the internal CRM system?

A: CRM access is granted based on role and department. Submit a system access request to your supervisor or IT administrator.

Q: Who do I contact for system outages or technical issues?

A: Report issues directly to the IT Helpdesk through the ticketing system or by calling extension 4111.

Category: Customer Interaction Protocols

Q: What are the official scripts for customer greetings and closures?

A: Use standardized greetings like "Welcome to Telecom Egypt, how may I assist you?" All agents must follow the script guide in the Customer Interaction Manual.

Q: What is the maximum time to resolve customer complaints?

A: According to SLA, complaints must be resolved within 48 hours unless escalated.

Q: How do I escalate unresolved issues?

A: Use the escalation form in the agent dashboard and notify your team lead immediately.

Category: Sales & Promotions

Q: Where can I find information about current promotions?

A: Promotion details are updated weekly on the Sales Portal. Always refer to the latest bulletin before offering any discounts or bundles.

Q: Can employees receive internal discounts on Telecom Egypt services?

A: Yes. Eligible employees may apply for internal SIM packages or internet discounts via HR approval.

Category: Compliance & Security

Q: What are the data handling rules for customer information?

A: Employees must not save or share customer data outside authorized systems. Violations are subject to disciplinary action under the Data Privacy Act.

Q: What is the process for reporting internal misconduct or fraud?

A: Report any concerns anonymously via the internal ethics hotline or submit a report to the Compliance Officer.

Category: Workplace Operations

Q: How do I book a meeting room at HQ?

A: Use the internal "Room Booking" tool on the intranet, specifying date, time, and attendees.

Q: Are there employee shuttle services?

A: Yes. Shuttle schedules are posted weekly. You must register your route with the transport coordinator.