

## # OnSpot AI Knowledge Base

### 1. Company Overview

**Company Name:** OnSpot  
**Website:** <https://www.onspotglobal.com/>  
**Industry:** BPO, Sales, Virtual Assistance  
**Services:** Outsourcing solutions for businesses, including customer support, sales, and administrative virtual assistance.

### 2. Services Overview

#### BPO Services

- Customer Support (Inbound & Outbound)
- Technical Support
- Data Entry & Processing
- Order Processing
- Back Office Support

#### Sales Services

- Lead Generation
- Telemarketing
- Appointment Setting
- Cold Calling
- Account Management

#### Virtual Assistance Services

- Email & Calendar Management
- Social Media Management
- Research & Data Collection
- Administrative Support
- Content Creation

### 3. Job Openings

### **Current Open Positions:**

1. Customer Service Representative – Remote, Full-time
2. Sales Representative – Remote, Full-time
3. Virtual Assistant – Remote, Part-time
4. Lead Generation Specialist – Remote, Contract

How to Apply: Interested applicants can apply via [careers@onspotglobal.com](mailto:careers@onspotglobal.com).

### **4. Client Inquiry Handling**

#### **Common Questions & AI Responses**

1. What services do you offer?  
*"OnSpot specializes in BPO, Sales, and Virtual Assistance services. We provide customer support, telemarketing, data entry, and more. How can I assist you further?"*
2. How can I hire a virtual assistant?  
*"Our Virtual Assistants are trained professionals who handle administrative tasks, social media, and email management. Let me know your requirements, and I can connect you with our team for a consultation."*
3. What industries do you serve?  
*"We serve multiple industries including E-commerce, Real Estate, Healthcare, Finance, and Tech. Tell us more about your business, and we'll tailor our solutions for you."*
4. What are your pricing plans?  
*"Pricing varies based on the service type and contract duration. I can connect you with our sales team to discuss a custom quote."*

### **5. Lead Qualification Workflow**

#### **AI Lead Qualification Process**

1. Greet the user: *"Hello! How can I help you today? Are you looking for BPO, Sales, or Virtual Assistance services?"*
2. Collect information:
  - *"What industry is your business in?"*
  - *"How many agents or assistants do you need?"*

- "What's your budget and timeline?"

3. Provide tailored responses based on needs.

4. Offer to schedule a meeting with the sales team.

## 6. Sales Meeting Scheduling

### Process:

1. If a lead is interested, AI will suggest scheduling a call.
2. AI provides a booking link (e.g., Calendly or Google Calendar integration).
3. AI sends a confirmation email and reminder before the meeting.

## 7. Contact Information

Sales	Inquiries:	<a href="mailto:sales@onspotglobal.com">sales@onspotglobal.com</a>
Recruitment	Team:	<a href="mailto:careers@onspotglobal.com">careers@onspotglobal.com</a>
General Support: <a href="mailto:support@onspotglobal.com">support@onspotglobal.com</a>		

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This document will serve as the foundational knowledge base for Lindy AI to assist in client acquisition and recruitment.

## 8. SAMPLE QUESTION AND ANSWERS:

**Q: What services do you offer?**

A: We offer a wide range of services including software development, IT consulting, and Virtual Assistant. Our team is equipped to handle projects of any size and complexity.

**Q: How can I apply for a job at your company?**

A: You can apply for a job by visiting our careers page on our website. There, you will find a list of open positions and instructions on how to submit your application.

**Q: What is the process for outsourcing a project to your company?**

A: To outsource a project, you can contact our sales team through our website or email. We will discuss your project requirements, provide a quote, and outline the next steps to get started.

**Q: What are your pricing models?**

A: We offer flexible pricing models including fixed-price, time and materials, and dedicated team models. Our pricing is competitive and tailored to meet the specific needs of your project.

**Q: Can you provide references or case studies of your previous work?**

A: Yes, we can provide references and case studies upon request. Please contact our sales team, and they will be happy to share relevant examples of our work.

**Q: What is your company's experience in my industry?**

A: We have extensive experience working with clients in various industries including healthcare, finance, retail, and technology. Our team has the expertise to deliver solutions that meet the unique challenges of your industry.

**Q: How do you ensure the quality of your work?**

A: We follow a rigorous quality assurance process that includes thorough testing, regular code reviews, and continuous feedback from our clients. Our goal is to deliver high-quality solutions that exceed your expectations.

**Q: What is your company's policy on data security and privacy?**

A: We take data security and privacy very seriously. We adhere to industry best practices and comply with all relevant regulations to ensure that your data is protected at all times.

**Q: How can I get in touch with customer support?**

A: You can reach our customer support team through our website's contact form, by email, or by phone. Our support team is available 24/7 to assist you with any questions or issues.

**Q: Do you offer any training or support after the project is completed?**

A: Yes, we offer comprehensive training and support services to ensure that you can effectively use and maintain the solutions we deliver. Our support team is always available to help you with any post-project needs.

**Q: How do I apply for a job?**

**A:** Ready to take the next step in your career? Applying is simple! Just visit our careers page, browse through the exciting roles we have available, and submit your application directly through our user-friendly portal. We can't wait to hear from you!

**Q: Where can I find available job openings?**

**A:**We're constantly looking for talented individuals to join our team! Check out our careers page, where you'll find all of our current job openings. You can also sign up for job alerts so you'll never miss an exciting opportunity!

**Q: Can I apply for multiple positions at the same time?**

**A:** Absolutely! Feel free to explore as many opportunities as catch your eye. Applying to multiple roles is a great way to increase your chances of finding the perfect fit for your skills and aspirations.

**Q: What documents are required to apply?**

**A:** To help us learn more about you, we ask for your updated resume or CV, and in some cases, a cover letter. Some roles may request additional documents, like portfolios or work samples, so be sure to check the job description.

**Q:How do I submit my resume?**

**A:** Submitting your resume is a breeze! Just upload it directly through our online application portal. Your resume will be reviewed by our team, and we'll be in touch soon to discuss next steps.

**Q: Can I edit or update my application after submission?**

**A:** While we can't edit your application once it's been submitted, don't worry! If something

important changes, simply reach out to our Talent Acquisition Team at [careers@onspotglobal.com](mailto:careers@onspotglobal.com) and we'll assist you with any necessary updates.

**Q: Do you accept applications via email?**

**A:** For the smoothest process, we ask that all applications be submitted through our online portal. However, if you encounter any issues, don't hesitate to email us at [careers@onspotglobal.com](mailto:careers@onspotglobal.com) and we'll be happy to assist you in any way we can.

**Q: What qualifications do I need for this job?**

**A:** Every job has its own unique requirements, which you'll find listed in the job description. If you've got the experience and enthusiasm, don't let a few qualifications hold you back—apply anyway!

**Q: Is experience in a specific industry required?**

**A:** While industry experience can be helpful for certain roles, we're always excited to bring in fresh perspectives! If you're passionate and eager to learn, we're open to exploring how your skills can transfer.

**Q: Can I apply for a job if I don't meet all the qualifications?**

**A:** Of course! We value passion, potential, and a willingness to grow. If you don't meet every single requirement but think you'd be a great fit for the role, we encourage you to apply. We love seeing candidates who bring new energy to the table!

**Q: Do you accept applicants with no experience in the field?**

**A:** Yes, we absolutely do! We offer opportunities for both seasoned professionals and those just starting their careers. If you're looking for a chance to grow, we may have the perfect opportunity for you!

**Q: What can I expect in the interview?**

**A:** Expect a friendly and engaging conversation where we learn more about your experience, skills, and goals. We'll also discuss how you'd contribute to our team and company culture. It's all about getting to know you better—and giving you the chance to get to know us!

**Q: How should I prepare for an interview?**

**A:** Prepare by reviewing the job description and thinking about how your experiences align

with the role. Do a bit of research on our company culture, and come ready with thoughtful questions about the role and the team. Above all, be yourself—we're excited to meet you!

**Q: Will the interview be virtual or in-person?**

**A:** Depending on the role and location, the interview might be virtual or in-person. We'll make sure to let you know ahead of time, so you'll be fully prepared no matter what format the interview takes!

**Q: How long will the interview last?**

**A:** We keep our interviews focused and engaging, usually lasting between 30 minutes. We'll be sure to respect your time, while also giving you the chance to share your experiences and ask any questions.

**Q: What type of questions will be asked during the interview?**

**A:** We'll ask a mix of behavioral and situational questions to understand how you've handled challenges in the past. Don't worry—we'll keep it conversational and make sure you have the chance to showcase your skills!

**Q: Will there be a skills assessment during the interview?**

**A:** For some roles, yes! If applicable, we'll give you the chance to demonstrate your skills in a real-world task. But don't stress—we'll let you know in advance if this is part of the process.

**Q: Will there be assessments before the interview?**

**A:** Yes! As part of our commitment to finding the best fit for both you and the role, we have an assessment process that evaluates your skills, cultural alignment, and how we can support your success if you're selected. But no worries—we'll provide guidance to make the process smooth and stress-free!

**Q: When will I hear back after submitting my application?**

**A:** We aim to get back to you as quickly as possible, usually within 1-2 weeks. If you're selected for an interview, you'll hear from us directly. We want to make sure we're in touch every step of the way!

**Q: How can I check the status of my application?**

**A:** You can easily check the status of your application by logging into our careers portal. And if you need an update, just reach out—we're happy to provide more information!

**Q: Can I follow up on my application status?**

**A:** Absolutely! We encourage you to follow up if it's been a while since you submitted your application. A polite check-in shows your enthusiasm and keeps you on our radar.

**Q: Why haven't I heard back after my interview?**

**A:** We know waiting can be tough! Our team is working hard to evaluate all candidates carefully. If it's been longer than expected, feel free to reach out for an update—we're happy to let you know where things stand.

**Q: What is the company culture like?**

**A:** At OnSpot, we value Integrity, continuous growth (Beat Yesterday), and an Intrapreneurial mindset. We're People Centric, fostering collaboration, and operate with Efficiency (fast-fast-fast). With Extreme Ownership, we take responsibility and drive results. Here, we grow, innovate, and excel together.

**Q: How does the company support employee development and growth?**

**A:** At OnSpot, we're committed to your growth through a structured approach that includes mentorship programs, training, and development opportunities. We integrate our Job Success System, using data-driven strategies, performance evaluations, and behavioral assessments to ensure you have the support and tools needed to reach your full potential. With our focus on continuous improvement, we help you grow both personally and professionally, while aligning with the company's long-term success.

**Q: Is there a diversity and inclusion program at the company?**

**A:** Absolutely! Diversity and inclusion are at the heart of our values. We actively foster an inclusive environment where everyone, regardless of background, feels welcome and valued.



**Q: What benefits does the company offer?**

**A:** At OnSpot, we offer a comprehensive benefits package designed to support both your well-being and career growth. Our competitive benefits include HMO for Principal members with the option to add dependents for some roles, Unlimited PTO for leadership positions, flexible work arrangements, and professional growth opportunities. We prioritize a positive and supportive work environment, with remote work options and Night Differential. Additionally, we follow all government-mandated statutory benefits and are continuously tailoring new benefits to meet the needs of both onsite and remote employees.

**Q: What is the salary range for this position?**

**A:** The salary for each position varies depending on experience and qualifications. We're transparent about compensation and will discuss the range during the interview process so we can align on expectations.

**Q: Are bonuses or other financial incentives offered?**

**A:** Yes! We offer performance-based bonuses and incentive programs to reward your hard work and achievements. We believe in recognizing the contributions of our employees!

**Q: Is there room for salary negotiation?**

**A:** Definitely! We understand that compensation is important, and we're open to discussions to ensure a package that works for both you and the company.

**Q: Where is this job located?**

**A:** Our job locations are as diverse as the roles we offer! Whether it's in one of our offices across the Philippines, a hybrid role, or even fully remote, we ensure that the location works for both you and the team. Check the job listing for specific details or reach out if you have any questions about relocation.

**Q: Does the company offer relocation assistance?**

**A:** While we don't offer formal relocation assistance at the moment, we're dedicated to making your move seamless. If you're relocating from another city or region, we'll gladly assist you in finding comfortable, affordable accommodation, ensuring your transition to our location is smooth and stress-free. Your success and comfort are important to us!

**Q: Are there opportunities to work from home?**

**A:** Absolutely! Many of our roles offer flexible working arrangements, including the option to

work from home. Our goal is to empower you to perform your best while balancing your personal life.

**Q: Is there a specific work schedule, or is there flexibility in hours?**

**A:** At OnSpot, we offer a blend of both structured and flexible schedules to accommodate different roles. Most positions follow client-mandated schedules based on operational needs. However, we also have roles that offer greater flexibility, giving you the autonomy to manage your time, while also embracing the responsibility and ownership that come with being available as needed. Whether you prefer a more set schedule or the freedom to work flexibly, we have opportunities to fit your lifestyle!

**Q: Does the company promote work-life balance?**

**A:** Work-life balance is at the core of our values! We encourage our team members to take time for themselves and prioritize their well-being. Whether it's through flexible hours, paid time off, or wellness programs, we want you to feel energized and fulfilled both inside and outside of work.

**Q: What is the company's approach to mental health and wellness?**

**A:** We care deeply about the mental health of our employees. We provide various mental health resources, including access to counseling, wellness programs, and mindfulness initiatives. Your well-being is just as important as your productivity.

**Q: How much time off do employees receive?**

**A:** At OnSpot, we believe in work-life balance, which is why we offer generous paid time off (PTO). Employees receive 7.5 days of leave upon regularization, and after completing a full year, you'll enjoy 15 PTO days. For some leadership roles, we even offer Unlimited PTO, giving you the freedom to take time off as needed. Plus, we recognize US major holidays, ensuring everyone has the opportunity to recharge and spend time with loved ones. Your well-being is a priority here!

**Q: What kind of training programs does the company offer?**

**A:** We offer a robust learning and development program, including leadership training, technical workshops, and personal development resources. Whether you want to master a new skill or grow in your career, we provide the tools and opportunities to help you succeed.

**Q: Does the company offer mentorship programs?**

**A:** Yes! We believe in the power of mentorship. At OnSpot, you'll have access to experienced professionals who can guide you, share their insights, and help you navigate your career path. We want to see you succeed!

**Q: Are there opportunities for career advancement?**

**A:** Here at OnSpot, absolutely! We're committed to your professional growth. We offer clear pathways for advancement, encourage internal mobility, and are always looking for ways to promote from within. Your success is our success.

**Q: How does the company contribute to the community or support social causes?**

**A:** Giving back is an integral part of our DNA. We actively support community initiatives, environmental sustainability programs, and social justice causes. Whether it's through volunteer days, charitable donations, or environmental efforts, we believe in making a positive impact beyond the workplace.

**Q: How is performance evaluated at the company?**

**A:** At OnSpot, performance is evaluated through regular feedback sessions, goal-setting, and progress reviews. For probationary employees, we have structured evaluations at 30, 60, 90, and 150 days, while regular employees undergo quarterly performance reviews. We focus not only on the results you achieve but also on the growth and development you demonstrate throughout your journey. Our goal is to celebrate your successes, provide constructive support, and empower you to continuously reach new heights in your career.

**Q: Do employees receive regular feedback?**

**A:** Absolutely! At OnSpot, we prioritize open and ongoing communication. Feedback is not just for coaching or interventions; it's an opportunity to celebrate your successes, align on goals, and discuss how to achieve them. We also encourage peer-to-peer feedback, allowing you to share your insights with leaders and the company anonymously. Our leadership team is dedicated to providing constructive feedback that helps you grow and thrive. Plus, we actively welcome your thoughts and ideas to ensure we're creating the best possible environment for your success. Your growth and input are key to our continuous improvement!

**Q: How does the company recognize employees' achievements?**

**A:** We love celebrating our team's successes! Whether it's through recognition programs, awards, or shout-outs in team meetings, company wide gatherings, we make sure to highlight the hard work and accomplishments of our employees.

**Q: Does the company offer any perks or unique rewards?**

**A:** Yes, absolutely! At OnSpot, we offer a range of exciting perks designed to make your work experience enjoyable and rewarding. From a comprehensive benefits package and wellness programs to fun team-building events and engaging on-site and remote activities, we're committed to fostering a positive and dynamic work culture. We believe in celebrating every team member and ensuring you feel valued and appreciated every step of the way!

**Q: When will I receive my offer letter?**

**A:** Once you've successfully completed the hiring process and we've made our decision, we'll extend a formal offer to you via BambooHR. You can expect to receive it on the same day we make our decision, ensuring a quick and seamless transition as you take the next step in your career with us!

**Q: What happens after I accept the job offer?**

**A:** Once you accept your offer, we'll ensure a smooth and exciting onboarding process! You'll quickly be equipped with all the tools you need to thrive and be introduced to your fantastic new team. With BambooHR, all your pre-employment requirements are simplified—enter your government ID numbers, check your employee dashboard, and complete everything online in just a few easy steps. We're absolutely thrilled to have you on board and can't wait to kick off this exciting new chapter with you! Let's get you started on this incredible journey!

**Q: Can I negotiate the terms of my offer?**

**A:** Absolutely! We understand that compensation and benefits are important. If you have any questions or would like to discuss the offer terms, we're open to having that conversation and making sure everything works for both sides.

**Q: Can I apply for a job if I have a gap in my employment history?**

**A:** Of course! Life happens, and we understand that career paths aren't always linear. At OnSpot, we focus on your skills, experiences, and potential, so don't hesitate to apply, even if you have gaps in your employment history.

**Q: How long does the hiring process typically take?**

**A:** At OnSpot, we aim to keep the hiring process efficient and transparent! For most common roles like CSR and Virtual Assistant, the process typically takes 2 weeks from your initial application to the offer. For specialized and highly specialized roles, it may take 30 days or occasionally a bit longer, around 45 days. Rest assured, we'll keep you updated every step of the way, making sure you're informed and excited about the process!

**Q: Can I reapply if I was not selected for a role?**

**A:** Yes! At OnSpot, we believe in flexibility and offer part-time and contract positions for certain roles. If you're looking for a specific work arrangement, simply check our job listings or reach out to us—we're happy to discuss how we can accommodate your preferences and create a work schedule that fits your lifestyle!