

Service Level Agreement for Call Center Operations

This Service Level Agreement (SLA) outlines the services provided by Global Call Center Services Ltd., the responsibilities of both parties, and the performance metrics that will be used to measure the effectiveness of the services.

1. Parties Involved

- **Service Provider:** Global Call Center Services Ltd.
- **Client:** Other Company AG

2. Effective Date and Term

This SLA is effective as of 2025-01-01 and will remain in effect for a period of one year from the effective date, automatically renewing unless otherwise terminated by either party with 30 days written notice.

3. Services Provided

Global Call Center Services Ltd. agrees to provide the following call center services:

- Inbound customer support
- Technical support (if applicable)
- Order processing
- Complaint resolution

4. Service Hours

Our call center operates 24/7.

5. Performance Metrics and Targets

The following metrics will be used to measure the performance of the call center services:

Metric	Target	Measurement Frequency	Reporting Frequency
Average Speed of Answer (ASA)	1 minute	Hourly	Daily, Weekly
Abandonment Rate	5%	Hourly	Daily, Weekly
First Call Resolution (FCR)	75%	Daily	Weekly, Monthly
Customer Satisfaction (CSAT)	4.0 out of 5	Daily	Monthly
Average Handle Time (AHT)	5 Minutes	Hourly	Daily, Weekly

6. Responsibilities of the Service Provider

- Provide trained and qualified call center agents.
- Maintain necessary infrastructure and technology to support call center operations.
- Monitor and report on performance metrics as outlined in Section 5.
- Adhere to agreed-upon scripts and procedures.
- Ensure data security and confidentiality.

7. Responsibilities of the Client

- Provide necessary information and training materials to the service provider.
- Communicate any changes in product, service, or policy in a timely manner.
- Provide feedback on call center performance.
- Designate a primary contact person for all communication related to this SLA.

8. Reporting

Global Call Center Services Ltd. will provide performance reports to the Client as follows:

- **Daily Reports:** Key operational metrics (e.g., calls handled, ASA).
- **Weekly Reports:** Detailed performance analysis and trends.
- **Monthly Reports:** Comprehensive overview, including CSAT and FCR, with recommendations for improvement.

9. Communication and Review

Monthly review meetings will be scheduled to discuss performance, address any issues, and review the terms of this SLA.

10. Escalation Procedures

In the event of a service issue or non-compliance with this SLA, the following escalation path will be followed:

1. **Level 1:** Contact Call Center Supervisor at +27 10 100 0001 or supervisor@gccs.com.
2. **Level 2:** If not resolved within 24 hours, escalate to Call Center Manager Name at +27 10 100 0002 or manager@gccs.com.
3. **Level 3:** If not resolved within 48 hours, escalate to Director of Operations at +27 10 100 0003 or director@gccs.com.

11. Amendments

Any amendments to this SLA must be made in writing and signed by authorized representatives of both the Service Provider and the Client.

12. Signatures

Service Provider:

Tom Stark
CEO of Global Call Center Services Ltd.
2025-01-01

Client:

Elliot Smith
CEO of Other Company AG
2025-01-01