

Leading Hardware Chip Manufacturer - USA

Leading provider of high-performance analog, digital signal processing (DSP) and mixed-signal chip solutions

The client is a leading provider of high-performance analog, digital signal processing (DSP) and mixed-signal chip solutions for consumer electronics. This client is based out of Austin Texas. The client has over 1100 patents. The customer base is spread across the Globe.

Objective

The objective is to answer every call that would be answered by a Dedicated Technical agent who would take basic and appropriate details and escalate via email APE's depending on the problem and area Code. The call would be logged with appropriate call drivers.

Target Personnel

- Research House
- Corporate Clients
- Student
- Independent Researchers
- Audio and Video Hardware manufacturers

Achievements

Achieved 100% SLA with quality personnel in-accordance to the client's expectation. Currently the client is training the agents to handle all Technical queries, which would allow us to handle Tier 1 customers. The client has now renewed the contract for another two years.