



Statement of Work - Call Center, Inbound and Outbound Services

Company Name
Date:

Designated Point of Contact	
Contact Number	Email Address:

Company Background Information

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ITEM		PEOPLE	CLIENT'S COMMENTS	LOGICALL REMARKS
Personnel Requirements	# of Dedicated Staff		Skill Set Requirement	
1	a. Agents			
	b. Team Leader/s			
	c. Manager/s			
	d. Quality Assurance Agent/s			
	e. Reports Analyst/s			
2	Is there a potential growth? If yes, please provide us with a ramp up plan?			
3	What is your budget for training? (\$ per trainee per hour) Please provide LOGICALL with your training specifications			
4	What language to be utilized for the program?			

ITEM		PROCESS - INBOUND	CLIENT'S COMMENTS	LOGICALL REMARKS
1	What is expected call volume? (Please append hourly call traffic history if it is available)			
2	What is the average handling time for this account including allowance for after call work (documentation, leads review, reporting)?			
3	What service will be providing you and/ or customer (i.e. Sales, Customer Service/Help Desk, Technical Support Services, Service Fulfillment, Inquiries Request/ Complaints Handling, Order taking/ Message handling, Reservations/ Authorizations, Loyalty/ Re			
	Please attach script if available			
4	Which country will the calls be coming from?			
	What will the hours of operations for this account?			
5	What specific products/ service will be offering and/ or supporting?			
6	What reports you require us to submit? Please Indicate its frequency and deadlines.			
7	Please indicate your target launch date for this project			
8	Please provide any other relevant information regarding this account.			

ITEM		PROCESS - OUTBOUND	CLIENT'S COMMENTS	LOGICALL REMARKS
1	What particular outbound service do you want LOGICALL to handle (i.e. Telemarketing, Lead Generation, Marketing Research, Bills Delivery and Collection Programs, Anti-attribution/ Reactivation of Accounts, Announcements/ Advisory, Call/ Message Dunning, Product/ Service Fulfillment through Delivery Services)?			
2	Please attach scripts if available.			
3	Will we be calling business or individual consumers? (BtoB or BtoC)			
4	What specific product/ service will we be offering and/ or supporting?			

5	What is the average handling time for this account including allowance for after call work (documentation, leads review, reporting)?		
6	Are the leads going to be provided?		
	Please provide us with additional details about the leads.		
	If yes, how many leads will be guaranteed monthly?		
	If yes, are the leads scrubbed?		
7	What country or countries will the agents be dialling to?		
8	What will the hours of operation be for this account?		
9	Will they be contacting fixed numbers, mobile numbers or both?		
	If both, please indicate an estimated percentage for fixed and mobile		
10	Please indicate your target launch date for this project		
11	Please indicate your expected level service agreements or goals.		
12	What are the reports you require us to submit? Please indicate its frequency and deadlines?		
13	Is this account currently running in the Philippines? If yes, please provide information on their current performance.		
	How about in other countries? If yes, please provide information on their current performance.		
14	Please provide any other relevant information regarding this account.		

TECHNOLOGY and INFRASTRUCTURE			
ITEM		CLIENT'S COMMENTS	LOGICALL REMARKS
1	Please let us know the minimum requirements you would need for the computers/ workstations to be used for this account?		
2	Would the agents need any non-standard equipment for this account (i.e. USB headset, fax machines, printers, etc.)?		
3	What application softwares are necessary for this account?		
4	If your account will be using internet resources, what is the minimum network bandwidth required?		
5	How many voice lines do you required per seat?		
6	What number of voice channels do you require per seat?		
7	Will you need any provisions for data storage (i.e. file servers, FTP, database)?		
8	Please provide information on the call flow (spill over, full call transfer, telephone number to be used, call routing)		
9	Will the account be needing voicemail, IVRs, etc?		

INVESTMENT			
ITEM		CLIENT'S COMMENTS	LOGICALL REMARKS
1	What is your budget for this project?		
2	What cost structure would you prefer, commission based, hourly or blended?		
3	Please let us know how you found out about Logically Inc. (i.e. did we contact you, search engines or referrals)		

Notes:

- 1 Logically incorporates the cost of our shared support team (team leaders, managers, analysts) in our pricing, number of which depend on the number of agents required for each account. If you would like to have dedicated support staff on your account at a later date, this can be accommodated.
- 2 Please specify your minimum for the agents and support group that will be handling this account.
- 3 We provide work stations equipped with pentium 4 3.0 Ghz, 512MB RAM, 40G Hard Disk, 17" Colored Flat Screen Monitor, Keyboard, Mouse, Headset, Avaya IP Phones, Windows XP Operating System and MS Office 2003
- 4 Please append any project overview, training materials and/or scripts, if available.

Signature: _____

Name: _____

Date: _____